



# Maricopa County

## Office of Procurement Services

[www.maricopa.gov](http://www.maricopa.gov)

### Chief Procurement Officer

320 W. Lincoln St.  
Phoenix, AZ 85003  
Phone: (602) 506-3967  
Fax: (602) 258-1573

**February 07, 2019**

**ACRO Service Corporation**  
**39209 W. Six Mile Rd. Suite 250**  
**Livonia, MI 48152**

We are pleased to notify you that Maricopa County has renewed your contract to supply the **STAFFING SERVICES AND RELATED SERVICES AND SOLUTIONS** as indicated on the attached award sheet with an effective date of **January 01, 2020**.

In accordance with the bid specifications, purchasing documents will be forwarded to you covering the specific items of this award, which will include deliveries and terms.

If you have any questions regarding **Serial-16111-RFP**, please contact **Simon Alvarez** at **(602) 506-8714**.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Alvarez", written over a horizontal line.

Simon Alvarez, Procurement Officer  
Office of Procurement Services

SA/yy  
Attachments

cc: Office of Procurement Services  
re: **Serial-16111-RFP**

**SERIAL 16111 RFP STAFFING SERVICES AND RELATED SERVICES AND SOLUTIONS  
Contract - ACRO Service Corporation**

**DATE OF LAST REVISION: February 07, 2019**

**CONTRACT END DATE: December 31, 2021**

**CONTRACT PERIOD THROUGH DECEMBER 31, ~~2019~~, 2021**

TO: All Departments

FROM: Office of Procurement Services

SUBJECT: Contract for **STAFFING SERVICES AND RELATED SERVICES AND SOLUTIONS**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **November 16, 2016 (Eff. 01/01/17)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.



Kevin Tyne, Chief Procurement Officer  
Office of Procurement Services

SA/yy  
Attach

Copy to: Office of Procurement Services  
Keely Farrow, Human Resources

(Please remove Serial 11143-RFP from your contract notebooks)



## CONTRACT PURSUANT TO RFP

SERIAL 16111-RFP

This Contract is entered into this 16<sup>th</sup> day of November, 2016 by and between Maricopa County (“County”), a political subdivision of the State of Arizona, and ACRO Service Corporation, a Michigan corporation (“Contractor”) for the purchase of Staffing and Related Services.

### 1.0 CONTRACT TERM:

1.1 This Contract is for a term of Three (3) years, beginning on the 1<sup>st</sup> day of January, 2017 and ending the 31<sup>st</sup> day of December, ~~2019~~ **2021**.

1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of Six (6) additional years, (or at the County’s sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least sixty (60) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

### 1.3 CONTRACT COMPLETION:

**The Contractor shall make all reasonable efforts for an orderly transition of its duties and responsibilities to another provider and/or to the County. This may include, but is not limited to preparation of a transition plan and cooperation with the County or other providers in the transition. The transition includes the transfer of all records, and other data in the possession, custody or control of Contractor required to be provided to the County either by the terms of this agreement or as a matter of law. The provisions of this clause shall survive the expiration or termination of this agreement.**

### 2.0 FEE ADJUSTMENTS:

2.1 Any request for a fee adjustment must be submitted sixty (60) days prior to the current Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted fee, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

### 3.0 PAYMENTS:

3.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit “A, A-1, A-2, A-3, A-4, A-5.”

3.2 Payment shall be made upon the County’s receipt of a properly completed invoice.

3.3 INVOICES:

3.3.1 The Contractor shall submit one (1) legible copy of their detailed invoice before payment(s) can be made. Incomplete invoices will not be processed. At a minimum, the invoice must provide the following information:

- Company name, address and contact
- County bill-to name and contact information
- Contract Serial Number or
- County purchase order number
- Invoice number and date
- Payment terms
- Date of service or delivery
- Quantity (number of days or weeks)
- Contract Item number(s)
- Description of Purchase (product or services)
- Pricing per unit of purchase
- Extended price
- Mileage w/rate (if applicable)
- Arrival and completion time (if applicable)
- Total Amount Due

3.3.2 Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.

3.3.3 Payment shall be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Contract Award the Contractor shall complete the Vendor Registration Form located on the County Department of Finance Vendor Registration Web Site (<http://www.maricopa.gov/Finance/Vendors.aspx>).

3.3.4 Discounts offered in the contract shall be calculated based on the date a properly completed invoice is received by the County (ROI).

3.3.5 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.4 APPLICABLE TAXES:

3.4.1 **Payment of Taxes:** The Contractor shall pay all applicable taxes. With respect to any installation labor on items that are not attached to real property performed by Contractor under the terms of this Contract, the installation labor cost and the gross receipts for materials provided shall be listed separately on the Contractor's invoices.

3.4.2 ~~**State and Local Transaction Privilege Taxes:** Maricopa County is subject to all applicable state and local transaction privilege taxes. To the extent any state and local transaction privilege taxes apply to sales made under the terms of this contract it is the responsibility of the seller to collect and remit all applicable taxes to the proper taxing jurisdiction of authority.~~

**State and Local Transaction Privilege Taxes: To the extent any state and local transaction privilege taxes apply to sales made under the terms of this Contract, it is the responsibility of the seller to collect and remit all applicable taxes to the proper taxing jurisdiction of authority**

3.4.3 **Tax Indemnification:** Contractor and all subcontractors shall pay all Federal, state, and local taxes applicable to its operation and any persons employed by the Contractor.

Contractor shall, and require all subcontractors to hold Maricopa County harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.

3.5 TAX: (SERVICES)

~~No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.~~

**No tax shall be invoiced or paid against Contractor's labor. It is the responsibility of the Contractor to determine any and all applicable taxes and include the cost in the proposal price.**

3.6 STRATEGIC ALLIANCE for VOLUME EXPENDITURES (\$AVE):

The County is a member of the \$AVE cooperative purchasing group. \$AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the \$AVE Cooperative Purchasing Agreement, and with the concurrence of the successful Respondent under this solicitation, a member of \$AVE may access a contract resulting from a solicitation issued by the County

3.7 INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENTS (ICPA's)

3.7.1 County currently holds ICPA's with numerous governmental entities throughout the State of Arizona. These agreements allow those entities, with the approval of the Contractor, to purchase their requirements under the terms and conditions of the County Contract. Please indicate on Attachment A, your acceptance or rejection regarding such participation of other governmental entities. Your response will not be considered as an evaluation factor in awarding a contract

4.0 AVAILABILITY OF FUNDS:

4.1 The provisions of this Contract relating to payment for services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to County for disbursement. The County shall be the sole judge and authority in determining the availability of funds under this Contract. County shall keep the Contractor fully informed as to the availability of funds.

4.2 If any action is taken by any state agency, Federal department or any other agency or instrumentality to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, County may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, County shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services are performed in accordance with the provisions of this Contract. County shall give written notice of the effective date of any suspension, amendment, or termination under this Section, at least ten (10) days in advance.

5.0 DUTIES:

5.1 The Contractor shall perform all duties stated in Exhibit "B" **and Exhibit "B-1"**, or as otherwise directed in writing by the Procurement Officer or other using organization.

5.2 During the Contract term, County may provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations as required.

## 6.0 TERMS and CONDITIONS:

### 6.1 INDEMNIFICATION:

To the fullest extent permitted by law, and to the extent that claims, damages, losses or expenses are not covered and paid by insurance purchased by the Contractor, the Contractor shall defend indemnify and hold harmless the County (as Owner), its agents, representatives, agents, officers, directors, officials, and employees from and against all claims, damages, losses, and expenses (including, but not limited to attorneys' fees, court costs, expert witness fees, and the costs and attorneys' fees for appellate proceedings) arising out of, or alleged to have resulted from the negligent acts, errors, omissions, or mistakes relating to the performance of this Contract.

Contractor's duty to defend, indemnify, and hold harmless the County, its agents, representatives, agents, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss, or expense that is attributable to bodily injury, sickness, disease, death or injury to, impairment of, or destruction of tangible property, including loss of use resulting there from, caused by negligent acts, errors, omissions, or mistakes in the performance of this Contract, but only to the extent caused by the negligent acts or omissions of the Contractor, a subcontractor, any one directly or indirectly employed by them, or anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss, or expense is caused in part by a party indemnified hereunder.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

### 6.2 INSURANCE.

6.2.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B+++. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

6.2.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

6.2.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

6.2.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

6.2.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

6.2.6 The insurance policies required by this Contract, except Workers' Compensation and Errors and Omissions, **Professional Liability and Employer's Liability** shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

6.2.7 The **Automobile Liability, Employer's Liability and General Liability** policies required hereunder, ~~except Workers' Compensation and Errors and Omissions~~, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

6.2.8 **Commercial General Liability.**

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$2,000,000 for each occurrence, ~~\$4,000,000 Products/Completed Operations Aggregate~~, and \$4,000,000 General Aggregate Limit. The policy shall include coverage for premises liability, bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provisions which would serve to limit third party action over claims. There shall be no endorsement or modifications of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

6.2.9 **Automobile Liability.**

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services or use or maintenance of the Premises under this Contract.

6.2.10 **Workers' Compensation and Employer's Liability.**

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

Contractor, its contractors and its subcontractors waive all rights against Contract and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor, its contractors and its subcontractors pursuant to this Contract.

6.2.11 **Errors and Omissions (Professional Liability) Insurance.**

**For all professional labor categories not requiring a professional license.**

Errors and Omissions (Professional Liability) insurance and, if necessary, Commercial Umbrella insurance, which will insure and provide coverage for errors or omissions or professional liability of the **CONTRACTOR**, with limits of no less than ~~\$2,000,000~~ **\$1,000,000** for each claim.

6.2.12 **Professional Liability.**

**In replacement of E and O, as outlined above, or for any positions that requires a professional license, such as a Professional Engineer or Architect.**

Contractor shall maintain Professional Liability insurance which will provide coverage for any and all acts arising out of the work or services performed by the Contractor under the terms of this Contract, with a limit of not less than \$1,000,000 for each claim, and ~~\$3,000,000~~ **\$2,000,000** aggregate claims.

~~6.2.13 Crime – If any vendor is touching County funds~~

~~CONTRACTOR shall maintain Commercial Crime Liability Insurance with a limit of not less than \$500,000 for each occurrence. The policy shall include, but not be limited to, coverage for employee dishonesty, fraud, theft, or embezzlement.~~

6.2.14 **Cyber – If a vendor is “getting into” County computer systems For all labor categories in the Information Technology Labor category.**

Policy Limit:

6.2.14.1 The policy shall be issued with minimum limits of \$100,000.

6.2.14.2 The policy shall include coverage for all directors, officers, agents and employees of the Contractor.

6.2.14.3 The policy shall **include coverage for third party risk fidelity.**

6.2.14.4 The policy shall **include coverage for cyber theft.**

6.2.14.5 The policy shall **contain no requirement for arrest and conviction.**

6.2.14.6 The policy shall cover loss outside the premises of the **Named Insured.**

~~6.2.14.7 The policy shall endorse (Blanket Endorsements are not acceptable) the Department as Loss Payee as our interest may appear.~~

6.2.15 **Sexual molestation and physical abuse**

When services involve working with these groups of individuals, the insurance requirements in the contract need to be revised to include coverage for "**sexual molestation and physical abuse**". Coverage for this type of claim, or allegation, is excluded from standard general liability policies. Therefore, contractors whose services include working with and/or caring for children/elderly and disabled persons should have their policies specifically endorsed to include this coverage **or purchase a separate policy that complies with the requirements below.**

6.2.15.1 **Commercial General Liability – Occurrence Form**

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

a. **The policy shall be endorsed to include coverage for physical/sexual abuse and molestation.**

b. The policy shall be endorsed to include the following additional insured language: "(\_\_\_\_), its subsidiary, parent, associated and/or affiliated entities, successors, or assigns, its elected officials, trustees, employees, agents, and volunteers shall be named as additional insureds with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

6.2.15.2 **Minimum Limits:**

General Aggregate	\$1,000,000
<del>Products/Completed Operations Aggregate</del> <b>Completed operations. One of the hazards ordinarily insured by a general liability policy. It encompasses liability arising out of the insured's business operations conducted away from the insured's premises once those operations have been completed or abandoned.</b>	\$1,000,000
Each Occurrence Limit	\$1,000,000
Personal/ <del>Advertising</del> Injury	\$1,000,000



<p><b>General liability coverage, combined in standard commercial general liability (CGL) policies with personal injury (PI) coverage that insures the following offenses in connection with the insured's advertising of its goods or services: libel, slander, invasion of privacy, copyright infringement, and misappropriation.</b></p>	
<p><del>Sexual Abuse/Molestation</del></p>	<p>\$1,000,000</p>

6.2.16 **Medical Mal – Any contractor that has a medical degree doing work with patience such as Psych or any other type of treatment**

Medical Malpractice insurance and, if necessary, Commercial Umbrella insurance, which will insure and provide coverage for Medical Malpractice of the Contractor, with limits of no less than \$5,000,000 for each claim.

6.2.17 Certificates of Insurance.

6.2.17.1 Prior to Contract **AWARD**, Contractor shall furnish the County with valid and complete certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor’s insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

6.2.17.2 In the event any insurance policy (ies) required by this contract is (are) written on a “claims made” basis, coverage shall extend for two years past completion and acceptance of Contractor’s work or services and as evidenced by annual Certificates of Insurance.

6.2.17.3 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

6.2.18 Cancellation and Expiration Notice.

Applicable to all insurance policies required within the Insurance Requirements of this Contract, Contractor’s insurance shall not be permitted to expire, be suspended, be canceled, or be materially changed for any reason without thirty (30) days prior written notice to Maricopa County. Contractor must provide to Maricopa County, within 2 business days of receipt, if they receive notice of a policy that has been or will be suspended, canceled, materially changed for any reason, has expired, or will be expiring. Such notice shall be sent directly to Maricopa County Office of Procurement Services and shall be mailed or hand delivered to 320 West Lincoln Street, Phoenix, AZ 85003, or emailed to Procurement Officer noted in solicitation.

6.3 **WARRANTY OF SERVICES:**

6.3.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County’s acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.

6.3.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.

6.4 ~~REQUIREMENTS CONTRACT:~~

~~6.4.1 Contractors signify their understanding and agreement by signing a bid submittal, that the Contract resulting from the bid is a requirements contract. However, the Contract does not guarantee any minimum or maximum number of purchases will be made. It only indicates that if purchases are made for the materials or services contained in the Contract, they will be purchased from the Contractor awarded that item if the Contractor can meet all the delivery requirements of the County. Orders will only be placed when the County identifies a need and proper authorization and documentation have been approved.~~

~~6.4.2 County reserves the right to cancel Purchase Orders within a reasonable period of time after issuance. Should a Purchase Order be canceled, the County agrees to reimburse the Contractor for actual and documentable costs incurred by the Contractor in response to the Purchase Order. The County will not reimburse the Contractor for any costs incurred after receipt of County notice of cancellation, or for lost profits, shipment of product prior to issuance of Purchase Order, etc.~~

~~6.4.3 Contractors agree to accept verbal notification of cancellation of Purchase Orders from the County Procurement Officer with written notification to follow. By submitting a bid in response to this Invitation for Bids, the Contractor specifically acknowledges to be bound by this cancellation policy.~~

6.5 BACKGROUND CHECK:

Contractors need to be aware that there may be multiple background checks (Sheriff's Office, County Attorney's Office, Courts as well as Maricopa County general government) to determine if the respondents employees are acceptable for the contractor to do business with the County. This applies to (but is not limited to) the company and sub-contractors. Employees or others who fail to pass these checks shall not be allowed to work on County projects. Failure to meet these requirements may lead to termination of the contract.

6.6 SUSPENSION OF WORK

The Procurement Officer may order the Contractor, in writing, to suspend, delay, or interrupt all or any part of the work of this contract for the period of time that the Procurement Officer determines appropriate for the convenience of the County. No adjustment shall be made under this clause for any suspension, delay, or interruption to the extent that performance would have been so suspended, delayed, or interrupted by any other cause, including the fault or negligence of the Contractor. No request for adjustment under this clause shall be granted unless the claim, in an amount stated, is asserted in writing as soon as practicable after the termination of the suspension, delay, or interruption, but not later than the date of final payment under the contract.

6.7 STOP WORK ORDER

The Procurement Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Procurement Officer shall either—

6.7.1 Cancel the stop-work order; or

6.7.2 Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the County, clause of this contract.

6.7.3 The Procurement Officer may make an equitable adjustment in the delivery schedule and/or contract price, or otherwise, and the contract shall be modified, in writing, accordingly, if the Contractor demonstrates that the stop work order resulted in an increase in costs to the Contractor.

6.8 UNCONDITIONAL TERMINATION FOR CONVENIENCE:

Maricopa County may terminate the resultant Contract for convenience by providing sixty (60) calendar days advance notice to the Contractor.

6.9 TERMINATION FOR DEFAULT:

The County may, by written notice of default to the Contractor, terminate this contract in whole or in part if the Contractor fails to:

6.9.1 Deliver the supplies or to perform the services within the time specified in this contract or any extension;

6.9.2 Make progress, so as to endanger performance of this contract; or

6.9.3 Perform any of the other provisions of this contract.

6.9.4 The County's right to terminate this contract under these subparagraph may be exercised if the Contractor does not cure such failure within 10 days (or more if authorized in writing by the County) after receipt of the notice from the Procurement Officer specifying the failure.

6.10 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel any Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

6.11 CONTRACTOR LICENSE REQUIREMENT:

6.11.1 The Respondent shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Respondent shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Office of Procurement Services and the using agency of any and all changes concerning permits, insurance or licenses.

6.12 SUBCONTRACTING:

6.12.1 The Contractor may not assign to another Contractor or Subcontract to another party for performance of the terms and conditions hereof without the written consent of the County. All correspondence authorizing subcontracting must reference the Bid Serial Number and identify the job project.

6.12.2 The Subcontractor's rate for the job shall not exceed that of the Prime Contractor's rate, as bid in the pricing section, unless the Prime Contractor is willing to absorb any higher rates or the County has approved the increase. The Subcontractor's invoice shall be invoiced directly to the Prime Contractor, who in turn shall pass-through the costs to the County, without mark-up. A copy of the Subcontractor's invoice must accompany the Prime Contractor's invoice.

6.13 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Office of Procurement Services shall be responsible for approving all amendments for Maricopa County.

6.14 ADDITIONS/DELETIONS OF ~~SERVICE~~ REQUIREMENTS:

6.14.1 The County reserves the right to add and/or delete materials and services to a Contract. If a service requirement is deleted, payment to the Contractor will be reduced proportionately, to the amount of service reduced in accordance with the bid price. If additional materials or services are required from a Contract, prices for such additions will be negotiated between the Contractor and the County.

~~6.14.2 The County reserves the right of final approval on proposed staff for all Task Orders. Also, upon request by the County, the Contractor will be required to remove any employees working on County projects and substitute personnel based on the discretion of the County within two business days, unless previously approved by the County.~~

6.15 VALIDITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of the Contract.

6.16 SEVERABILITY:

~~The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.~~

**The removal, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.**

6.17 RIGHTS IN DATA:

The County shall have the use of data and reports resulting from a Contract without additional cost or other restriction except as may be established by law or applicable regulation. Each party shall supply to the other party, upon request, any available information that is relevant to a Contract and to the performance thereunder.

6.18 NON-DISCRIMINATION:

~~CONTRACTOR agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 including flow down of all provisions and requirements to any subcontractors. Executive Order 2009-09 supersedes Executive order 99-4 and amends Executive order 75-5 and may be viewed and downloaded at the Governor of the State of Arizona's website <http://azmemory.azlibrary.gov/edm/singleitem/collection/execorders/id/680/rec/1> which is hereby incorporated into this contract as if set forth in full herein. During the performance of this contract, CONTRACTOR shall not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.~~

**Contractor agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 including flow down of all provisions and requirements to any subcontractors.**

Executive Order 2009-09 supersedes Executive order 99-4 and amends Executive order 75-5 and may be viewed and downloaded at the Arizona State Library Research website (<http://azmemory.azlibrary.gov/cdm/singleitem/collection/execorders/id/680/rec/1>) which is hereby incorporated into this contract as if set forth in full herein. During the performance of this Contract, Contractor shall not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

~~6.19 ISRAEL BOYCOTT:~~

~~By signing this Contract, the Contractor certifies that they are in compliance with Article 9, Arizona Revised Statutes Section 35-393 et seq.~~

6.20 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

~~The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor~~

~~is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;~~

~~have not within 3 year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;~~

~~are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and~~

~~have not within a 3 year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.~~

~~The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.~~

6.20.1 **The undersigned (authorized official signing on behalf of the Contractor) certifies to the best of his or her knowledge and belief that the Contractor, its current officers and directors;**

6.20.1.1 **are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from being awarded any contract or grant by any United States Department or Agency or any state, or local jurisdiction;**

6.20.1.2 **have not within three (3) year period preceding this Contract;**

6.20.1.2.1 **been convicted of fraud or any criminal offense in connection with obtaining, attempting to obtain, or as the result of performing a government entity (Federal, State or local) transaction or contract; and**

6.20.1.2.2 **been convicted of violation of any Federal or State antitrust statutes or conviction for embezzlement, theft, forgery, bribery, falsification or destruction of records, making false**

**statements, or receiving stolen property regarding a government entity transaction or contract; and**

**6.20.1.2.3 are not presently indicted or criminally charged by a government entity (Federal, State or local) with commission of any criminal offenses in connection with obtaining, attempting to obtain, or as the result of performing a government entity public (Federal, State or local) transaction or contract; and are not presently facing any civil charges from any governmental entity regarding obtaining, attempting to obtain, or from performing any governmental entity contract or other transaction; and have not within a three (3) year period preceding this Contract had any public transaction (Federal, State or local) terminated for cause or default.**

**6.20.1.3 If any of the above circumstances described in the paragraph are applicable to the entity submitting a bid for this requirement, include with your bid an explanation of the matter including any final resolution.**

**6.20.2 The Contractor shall include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.**

6.21 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

6.21.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees and A.R.S. §23-214(A). The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system and shall keep a record of the verification for the duration of the employee's employment or at least three years, whichever is longer. I-9 forms are available for download at USCIS.GOV.

6.21.2 The County retains the legal right to inspect contractor and subcontractor employee documents performing work under this Contract to verify compliance with paragraph 6.21.1 of this Section. Contractor and subcontractor shall be given reasonable notice of the County's intent to inspect and shall make the documents available at the time and date specified. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County will consider this a material breach of the contract and may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.22 INFLUENCE

As prescribed in ~~MC1-1202~~ **MC1-1203** of the Maricopa County Procurement Code, any effort to influence an employee or agent to breach the Maricopa County Ethical Code of Conduct or any ethical conduct may be grounds for Disbarment or Suspension under MC1-902.

An attempt to influence includes, but is not limited to:

- 6.22.1 A Person offering or providing a gratuity, gift, tip, present, donation, money, entertainment or educational passes or tickets, or any type valuable contribution or subsidy,
- 6.22.2 That is offered or given with the intent to influence a decision, obtain a contract, garner favorable treatment, or gain favorable consideration of any kind.

If a Person attempts to influence any employee or agent of Maricopa County, the Chief Procurement Officer, or his designee, reserves the right to seek any remedy provided by the Maricopa County Procurement Code, any remedy in equity or in the law, or any remedy provided by this contract.

**6.23 CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLERBLOWER RIGHTS.**

- 6.23.1 The Parties agree that this Contract and employees working on this Contract will be subject to the whistleblower rights and remedies in the pilot program on contractor employee whistleblower protections established at 41 U.S.C. § 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112–239) and section 3.908 of the Federal Acquisition Regulation;
- 6.23.2 Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. § 4712, as described in section 3.908 of the Federal Acquisition Regulation. Documentation of such employee notification must be kept on file by Contractor and copies provided to County upon request.
- 6.23.3 Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold (\$150,000 as of September 2013).

**6.24 Uniform Administrative Requirements:**

By entering into this Contract the Contractor agrees to comply with all applicable provisions of Title 2, Subtitle A, Chapter II, PART 200—UNIFORM ADMINISTRATIVE REQUIREMENTS, COST PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS contained in Title 2 C.F.R. § 200 *et seq.*

**6.25 ACCESS TO AND RETENTION OF RECORDS FOR THE PURPOSE OF AUDIT AND/OR OTHER REVIEW:**

- 6.25.1 In accordance with section MCI 371 of the Maricopa County Procurement Code the Contractor agrees to retain all books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is latest. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.
- 6.25.2 If the Contractor's books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.
- 6.25.3 If at any time it is determined by the County that a cost for which payment has been made is a disallowed cost, the County shall notify the Contractor in writing of the disallowance. The course of action to address the disallowance shall be at sole discretion of the County, and may include either an adjustment to future invoices, request for credit, request for a check or deduction from current billings Submitted by the Contractor by the

amount of the disallowance, or to require reimbursement forthwith of the disallowed amount by the Contractor by issuing a check payable to Maricopa County.

6.26 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

6.27 OFFSET FOR DAMAGES;

In addition to all other remedies at Law or Equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance of the contract.

6.28 PUBLIC RECORDS:

~~Under Arizona law, all Offers submitted and opened are public records and must be retained by the Records Manager at the Office of Procurement Services. Offers shall be open to public inspection and copying after Contract award and execution, except for such Offers or sections thereof determined to contain proprietary or confidential information by the Office of Procurement Services. If an Offeror believes that information in its Offer or any resulting Contract should not be released in response to a public record request under Arizona law, the Offeror shall indicate the specific information deemed confidential or proprietary and submit a statement with its offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise from disclosure. The Records Manager of the Office of Procurement Services shall determine whether the identified information is confidential pursuant to the Maricopa County Procurement Code.~~

**Under Arizona law, all Contracts are public records and must be retained by the Records Manager at the Office of Procurement Services. Contracts shall be open to public inspection and copying after Contract award and execution, except for such Contracts or sections thereof determined to contain proprietary or confidential information by the Office of Procurement Services.**

6.29 PRICES:

Contractor warrants that prices extended to County under this Contract are no higher than those paid by any other customer for these or similar services.

6.30 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

6.31 RELATIONSHIPS:

~~In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, co-employee, partnership, principal and agent, or joint venture between the County and the Contractor.~~

**6.31.1 In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, co-**



**employee, partnership, principal and agent, or joint venture between the County and the Contractor.**

6.31.2 **The County reserves the right of final approval on proposed staff for all Task Orders. Also, upon request by the County, the Contractor will be required to remove any employees working on County projects and substitute personnel based on the discretion of the County within two business days, unless previously approved by the County.**

6.32 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

6.33 ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

6.34 INCORPORATION OF DOCUMENTS:

The following are to be attached to and made part of this Contract:

- 6.34.1 Exhibit A, Vendor Information;
- 6.34.2 Exhibit A-1, Pricing All States Administrative Pricing;
- 6.34.3 Exhibit A-2, Pricing All States Medical Pricing;
- 6.34.4 Exhibit A-3, Pricing All States Technology Pricing;
- 6.34.5 Exhibit A-4, Pricing;
- 6.34.6 Exhibit A-5, Pricing;
- 6.34.7 Exhibit A-6, IT Project Pricing;
- 6.34.8 Exhibit B, Scope of Work;
- 6.34.9 **Exhibit B-1, Deliverable Based Projects** ~~Product for IT~~
- 6.34.10 Exhibit C, Office of Procurement Services Contractor Travel and Per Diem Policy.

NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County  
Office of Procurement Services  
ATTN: Contract Administration  
320 West Lincoln Street  
Phoenix, Arizona 85003-2494

For Contractor:

Mr. Rick Faber  
Executive Vice-president  
ACRO Service Corporation  
39209 Six Mile Road, Suite #250  
Livonia, MI. 48152

6.35 OWNERSHIP OF CONTRACT MATERIALS:

**Contractor agrees that all Contract materials, reports, and other data or materials generated or developed by Contractor under this Agreement or furnished by the County to**

the Contractor shall be and remain the property of the County. Contractor specifically agrees that all copyrightable material developed or created under this Contract shall be considered works made for hire by Contractor for the County and that such material shall, upon creation, be owned exclusively by the County.

6.35.1 To the extent that any such material, under applicable law, may not be considered work made for hire by Contractor for County, Contractor agrees to assign and, upon its creation, automatically assigns to County the ownership of such material, including any copyright or other intellectual property rights in such materials, without the necessity of any further consideration. County shall be entitled to obtain and hold in its own name all copyrights in respect of such materials. Contractor shall perform any acts that may be deemed necessary or desirable by County to evidence more fully the transfer of ownership of all materials referred to in this section 7 to County to the fullest extent possible, including, without limitation, by executing further written assignments in a form requested by County.

6.35.2 To the extent that any preexisting rights of Contractor are embodied in the Contract Materials, Contractor hereby grants to County the irrevocable, perpetual, nonexclusive, worldwide royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute copies of, and prepare derivative works based upon such pre-existing rights and any derivative works thereof and (2) authorize others to do any or all of the foregoing.

6.35.3 Contractor represents and warrants that it either owns or has valid, paid-up licenses for all software used by it in the performance of its obligations under this Agreement.

6.36 **FORCE MAJEURE:**

Neither party shall be liable for failure of performance, nor incur any liability to the other party on account of any loss or damage resulting from any delay or failure to perform all or any part of this Contract if such delay or failure is caused by events, occurrences, or causes beyond the reasonable control and without negligence of the parties. Such events, occurrences, or causes will include Acts of God/Nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, riots, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, lockout, blockage, embargo, labor dispute, strike, interruption or failure of electricity or telecommunication service.

Each party, as applicable, shall give the other party notice of its inability to perform and particulars in reasonable detail of the cause of the inability. Each party must use best efforts to remedy the situation and remove, as soon as practicable, the cause of its inability to perform or comply.

The party asserting *Force Majeure* as a cause for non-performance shall have the burden of proving that reasonable steps were taken to minimize delay or damages caused by foreseeable events, that all non-excused obligations were substantially fulfilled, and that the other party was timely notified of the likelihood or actual occurrence which would justify such an assertion, so that other prudent precautions could be contemplated.

6.37 **ORDERING AUTHORITY:**

Any request for purchase shall be accompanied by a valid purchase order, issued by Office of Procurement Services, a Purchase Order issued by the using Department or direction by a Certified Agency Procurement Aid (CAPA) with a Purchase Card for payment.

6.38 **NO MINIMUM OR MAXIMUM PURCHASE OBLIGATION:**

6.38.1 **This Contract does not guarantee any minimum or maximum purchases will be made. Orders will only be placed under this Contract when the County identifies a need and proper authorization and documentation have been approved.**

6.38.2 **Contractors agree to accept verbal notification of cancellation of Purchase Orders from the County Procurement Officer with written notification to follow. Contractor specifically acknowledges to be bound by this cancellation policy.**

6.39 **PURCHASE ORDERS:**

**County reserves the right to cancel Purchase Orders within a reasonable period of time after issuance. Should a Purchase Order be canceled, the County agrees to reimburse the Contractor for actual and documentable costs incurred by the Contractor in response to the Purchase Order. The County will not reimburse the Contractor for any costs incurred after receipt of County notice of cancellation, or for lost profits, shipment of product prior to issuance of Purchase Order, etc.**

6.40 **CONFIDENTIAL INFORMATION:**

**Any information obtained in the course of performing this Contract may include information that is proprietary or confidential to the County. This provision establishes the Contractor's obligation regarding such information.**

**The Contractor shall establish and maintain procedures and controls that are adequate to assure that no information contained in its records and/or obtained from the County or from others in carrying out its functions (services) under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. The Contractor's procedures and controls at a minimum must be the same procedures and controls it uses to protect its own proprietary or confidential information. If, at any time during the duration of the Contract, the County determines that the procedures and controls in place are not adequate, the Contractor shall institute any new and/or additional measures requested by the County within fifteen (15) calendar days of the written request to do so.**

**Any requests to the Contractor for County proprietary or confidential information shall be referred to the County for review and approval, prior to any dissemination.**

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

**CONTRACTOR**

Richard E. Faber

AUTHORIZED SIGNATURE

Richard Faber, Executive Vice President  
PRINTED NAME AND TITLE

39209W Six Mile Rd #250, Livonia MI  
ADDRESS 48152

October 6, 2016  
DATE

**MARICOPA COUNTY**

[Signature]

CHAIRMAN, BOARD OF SUPERVISORS

NOV 16 2016

DATE

**ATTESTED:**

[Signature]  
CLERK OF THE BOARD

NOV 16 2016

DATE

**APPROVED AS TO FORM:**

[Signature]

LEGAL COUNSEL

November 2, 2016

DATE

**EXHIBIT A**

**VENDOR INFORMATION**

COMPANY NAME:		Acro Service Corp.	
VENDOR NUMBER			
MAILING ADDRESS:		39209 Six Mile Road, Suit #250	
		Livonia, MI 48152	
REMIT TO ADDRESS:		39209 Six Mile Road, Suit #250	
		Livonia, MI 48152	
TELEPHONE NUMBER:		734-591-1100 <b>720/684-7180</b>	
FACSIMILE NUMBER:		734-591-1217	
WEB SITE:		<a href="http://www.acrocorp.com">www.acrocorp.com</a>	
REPRESENTATIVE NAME:		Mr. <del>Tim Nau</del> Kent Stastny	
REPRESENTATIVE PHONE NUMBER:		414-312-0975	
REPRESENTATIVE E-MAIL:		<a href="mailto:tnau@acrocorp.com">tnau@acrocorp.com</a> <a href="mailto:kstastny@acrocorp.com">kstastny@acrocorp.com</a>	
			<b>YES</b>
WILL ALLOW OTHER GOVERNMENTAL ENTITIES TO PURCHASE FROM THIS CONTRACT:			<input type="checkbox"/>
WILL ACCEPT PROCUREMENT CARD FOR PAYMENT:			<input type="checkbox"/>
PAYMENT TERMS:			
<input checked="" type="checkbox"/> NET 30 DAYS			

**EXHIBIT A-1 ALL STATES ADMINISTRATIVE PRICING**

New pricing effective 01/01/2019

[16111-Exhibit A-1 ACRO All States Administrative Pricing.xlsx](#)

<b>Position Grouping</b>	<b>Position Title</b>
Accounting/Finance	Accountant
Accounting/Finance	Accountant JR
Accounting/Finance	Accountant Senior
Accounting/Finance	Accountant, Client Financial Services
Accounting/Finance	Accounting Assistant
Accounting/Finance	Accounting Clerk
Accounting/Finance	Accounting Manager A
Accounting/Finance	Accounting Manager B
Accounting/Finance	Accounting Manager C
Accounting/Finance	Auditing - External Auditor
Accounting/Finance	Auditing - External Auditor Senior
Accounting/Finance	Auditing - Internal Auditor
Accounting/Finance	Auditing - Internal Auditor Senior
Accounting/Finance	Bookkeeper
Accounting/Finance	Budget Analyst
Accounting/Finance	Budget Analyst Senior
Accounting/Finance	Closure/Disbursement Specialists
Accounting/Finance	Compliance Officer, Duplication of Benefits HSR
Accounting/Finance	CPA
Accounting/Finance	Fiscal Assistant
Accounting/Finance	Fiscal Technical Senior
Accounting/Finance	Fiscal Technician
Accounting/Finance	Payroll Assistant
Accounting/Finance	Purchasing / Procurement
Accounting/Finance	Sr. Compliance Officer
Accounting/Finance	Supervising Auditor
Call Center/Customer Service	Customer Service Inbound I
Call Center/Customer Service	Customer Service Inbound II
Call Center/Customer Service	Customer Service Outbound I
Call Center/Customer Service	Customer Service Outbound II
Call Center/Customer Service	Customer Service Representative Bilingual
Call Center/Customer Service	Data Analyst/ Processor
Call Center/Customer Service	Detailing Representative I
Call Center/Customer Service	Detailing Representative II
Call Center/Customer Service	Help Desk Analyst
Call Center/Customer Service	Market Research Inbound
Call Center/Customer Service	Market Research Outbound
Call Center/Customer Service	Sales & Promotion Comparison Shopper I
Call Center/Customer Service	Sales & Promotion Comparison Shopper II
Call Center/Customer Service	Sales & Promotion Demonstrator I
Call Center/Customer Service	Sales & Promotion Demonstrator II
Call Center/Customer Service	Sales & Promotion Sampler
Call Center/Customer Service	Sales Inbound I
Call Center/Customer Service	Sales Inbound II
Call Center/Customer Service	Sales Outbound I
Call Center/Customer Service	Sales Outbound II
Call Center/Customer Service	Tradeshow Booth Attendant I
Call Center/Customer Service	Tradeshow Booth Attendant II
Call Center/Customer Service	Tradeshow Host/Hostess I
Call Center/Customer Service	Tradeshow Host/Hostess II
Food Related Services	Barista (misc)

<b>Food Related Services</b>	Building Attendant (misc)
<b>Food Related Services</b>	Busser
<b>Food Related Services</b>	Cashiers
<b>Food Related Services</b>	Dishwasher
<b>Food Related Services</b>	Sous Chefs
<b>Food Related Services</b>	Sr Server
<b>Food Related Services</b>	Food Operations Assistant
<b>Food Related Services</b>	Food Operations Manager Assistant
<b>Food Related Services</b>	Food Production Worker
<b>Food Related Services</b>	Food Service Super
<b>Food Related Services</b>	Line Cook/Prep Cook
<b>Food Related Services</b>	Pastry Cook/Baker
<b>Food Related Services</b>	Second Cook
<b>Food Related Services</b>	Second Cook Senior
<b>Food Related Services</b>	Server
<b>General Administrative</b>	Administrative Assistant I
<b>General Administrative</b>	Administrative Assistant II
<b>General Administrative</b>	Administrative Assistant III
<b>General Administrative</b>	Administrative Assistant IV
<b>General Administrative</b>	Administrative Assistant V
<b>General Administrative</b>	Administrative Staff Assistant
<b>General Administrative</b>	Administrative Staff Specialist
<b>General Administrative</b>	Administrative Staff Specialist Senior
<b>General Administrative</b>	Agency Management Analyst
<b>General Administrative</b>	Agency Management Analyst Lead
<b>General Administrative</b>	Agency Management Analyst Senior
<b>General Administrative</b>	Clerk
<b>General Administrative</b>	Clerk Jr
<b>General Administrative</b>	Clerk Sr
<b>General Administrative</b>	Data Entry Operator
<b>General Administrative</b>	Data Entry Operator Senior
<b>General Administrative</b>	Document Control Clerk / Filing Specialist
<b>General Administrative</b>	Executive Secretary
<b>General Administrative</b>	Executive Secretary Senior
<b>General Administrative</b>	Intake Specialist (HMGP)
<b>General Administrative</b>	Inventory Specialist
<b>General Administrative</b>	Legal Assistant
<b>General Administrative</b>	Legal Assistant Senior
<b>General Administrative</b>	Library Assistant
<b>General Administrative</b>	Medical Assistant I
<b>General Administrative</b>	Medical Assistant II
<b>General Administrative</b>	Medical Biller I
<b>General Administrative</b>	Medical Biller II
<b>General Administrative</b>	Medical Records Clerk I
<b>General Administrative</b>	Medical Records Clerk II
<b>General Administrative</b>	Office Manager
<b>General Administrative</b>	Office Services Aide
<b>General Administrative</b>	Office Services Assistant
<b>General Administrative</b>	Office Services Specialist
<b>General Administrative</b>	Office Services Supervisor
<b>General Administrative</b>	Office Services Supervisor Senior
<b>General Administrative</b>	Operator I
<b>General Administrative</b>	Operator II



<b>General Administrative</b>	Operator III (Key Disc Operator)
<b>General Administrative</b>	Operator IV (Key Disc Operator)
<b>General Administrative</b>	Paralegal
<b>General Administrative</b>	Personal Assistant
<b>General Administrative</b>	Personal Assistant Senior
<b>General Administrative</b>	Photocopy Supervisor
<b>General Administrative</b>	Photocopy Technician
<b>General Administrative</b>	Photo-Typesetting Specialist
<b>General Administrative</b>	Photo-Typesetting Supervisor
<b>General Administrative</b>	Postal Aide
<b>General Administrative</b>	Postal Aide Senior
<b>General Administrative</b>	Postal Assistant
<b>General Administrative</b>	Program Manager
<b>General Administrative</b>	Project Assistant
<b>General Administrative</b>	Public Relations Coordinator
<b>General Administrative</b>	Public Relations Specialist
<b>General Administrative</b>	Public Relations Specialist Assistant
<b>General Administrative</b>	Receptionist
<b>General Administrative</b>	Receptionist Senior
<b>General Administrative</b>	Secretary
<b>General Administrative</b>	Secretary Senior
<b>General Administrative</b>	Systems Support Research Assistant
<b>General Administrative</b>	Translator
<b>Human Resources</b>	Claims Representative
<b>Human Resources</b>	Classification / Compensation Analyst
<b>Human Resources</b>	Classification / Compensation Analyst Senior
<b>Human Resources</b>	Classification / Compensation Consultant
<b>Human Resources</b>	EEO Program Analyst
<b>Human Resources</b>	EEO Program Specialist
<b>Human Resources</b>	Employee Relations Analyst
<b>Human Resources</b>	Employee Relations Analyst Senior
<b>Human Resources</b>	Human Resources Assistant
<b>Human Resources</b>	Human Resources Generalist
<b>Human Resources</b>	Human Resources Generalist Senior
<b>Human Resources</b>	Personnel Analyst
<b>Human Resources</b>	Personnel Analyst Senior
<b>Human Resources</b>	Personnel Practices Analyst
<b>Human Resources</b>	Personnel Practices Analyst Senior
<b>Human Resources</b>	Personnel Practices Manager
<b>Human Services</b>	Social Worker
<b>Human Services</b>	Sr. Outside (Field) Claims Adjuster
<b>Human Services</b>	Support Enforcement Specialist
<b>Human Services</b>	Support Enforcement Specialist Senior
<b>Human Services</b>	Utilization Review Analyst
<b>Human Services</b>	Utilization Review Analyst Senior
<b>Insurance</b>	Claims Adjuster I
<b>Insurance</b>	Claims Adjuster II
<b>Insurance</b>	Claims Specialist
<b>Insurance</b>	Worker's Compensation Specialist
<b>Laborer/Industrial</b>	Subcode Official - Building

<b>Laborer/Industrial</b>	Subcode Official - Electrical
<b>Laborer/Industrial</b>	Subcode Official - Plumbing
<b>Laborer/Industrial</b>	Warehouse worker (included)
<b>Laborer/Industrial</b>	CDL Driver
<b>Laborer/Industrial</b>	Codes - Amusement Ride Inspector
<b>Laborer/Industrial</b>	Codes - Construction Codes
<b>Laborer/Industrial</b>	Codes - Elevator Code Inspector
<b>Laborer/Industrial</b>	Codes - Housing Inspector
<b>Laborer/Industrial</b>	Codes - Multi Dwelling Inspector
<b>Laborer/Industrial</b>	Codes - Plan Reviewer
<b>Laborer/Industrial</b>	Codes - Sub Code Official
<b>Laborer/Industrial</b>	Flagger / Laborer
<b>Laborer/Industrial</b>	Forklift Operator
<b>Laborer/Industrial</b>	Forklift Operator Senior
<b>Laborer/Industrial</b>	Grounds Worker
<b>Laborer/Industrial</b>	Grounds Worker Lead
<b>Laborer/Industrial</b>	Grounds Worker Senior
<b>Laborer/Industrial</b>	Groundskeeper / Landscaper
<b>Laborer/Industrial</b>	Groundskeeper / Landscaper Senior
<b>Laborer/Industrial</b>	Heavy Industrial Materials Handler (Warehouseman)
<b>Laborer/Industrial</b>	Heavy Industrial Materials Handler, Freezer (Warehouseman)
<b>Laborer/Industrial</b>	Heavy Industrial Worker (General Laborer)
<b>Laborer/Industrial</b>	Housekeeping Supervisor
<b>Laborer/Industrial</b>	Housekeeping Supervisor Senior
<b>Laborer/Industrial</b>	Housekeeping Worker
<b>Laborer/Industrial</b>	Housekeeping Worker Senior
<b>Laborer/Industrial</b>	Inventory Worker Light
<b>Laborer/Industrial</b>	Light Industrial Worker (General Laborer)
<b>Laborer/Industrial</b>	Motor Vehicle Operator A
<b>Laborer/Industrial</b>	Motor Vehicle Operator B
<b>Laborer/Industrial</b>	Packer
<b>Laborer/Industrial</b>	Warehouse Specialist I
<b>Laborer/Industrial</b>	Warehouse Specialist II
<b>Laborer/Industrial</b>	Warehouse Specialist III
<b>Laborer/Industrial</b>	Warehouse Worker I
<b>Laborer/Industrial</b>	Warehouse Worker II
<b>Media</b>	Audio Visual Technician
<b>Media</b>	Audio Visual Technician Senior
<b>Media</b>	Graphic Artist
<b>Media</b>	Graphic Artist Senior
<b>Media</b>	Graphic Designer
<b>Media</b>	Graphic Designer Senior
<b>Media</b>	Photographer
<b>Media</b>	Photographer Senior
<b>Media</b>	TV / Video Production Specialist
<b>Media</b>	TV / Video Production Technician
<b>Security</b>	Armed Security Officer
<b>Security</b>	Captain
<b>Security</b>	Dispatcher/Police
<b>Security</b>	Lieutenant
<b>Security</b>	Sergeant
<b>Security</b>	Unarmed Security Guard

<b>Tax</b>	Data Entry Clerk
<b>Tax</b>	Data Entry Clerk/Remittance Processor Blended
<b>Tax</b>	Error Resolution and Document Processor
<b>Tax</b>	General Clerical
<b>Tax</b>	On-Site Administrator (Day)
<b>Tax</b>	On-Site Administrator (Evening)
<b>Tax</b>	Remittance Processor
<b>Tax</b>	Taxpayer Information & Assistance Agent
<b>Technical</b>	Agricultural Technician
<b>Technical</b>	Agricultural Technician Lead
<b>Technical</b>	Agricultural Technician Supervisor
<b>Technical</b>	Analytical Chemist
<b>Technical</b>	Analytical Chemist Assistant
<b>Technical</b>	Analytical Chemist Senior
<b>Technical</b>	Bridge Design Drafter
<b>Technical</b>	Bridge Design Drafter Senior
<b>Technical</b>	Cartographic Drafter
<b>Technical</b>	Cartographic Drafter Assistant
<b>Technical</b>	Cartographic Supervisor
<b>Technical</b>	Computer Operator Assistant
<b>Technical</b>	Engineering Design Drafting Specialist
<b>Technical</b>	Engineering Design Drafting Supervisor
<b>Technical</b>	Engineering Design Drafting Technician
<b>Technical</b>	Engineering Drafting Technician
<b>Technical</b>	Engineering Drafting Technician Senior
<b>Technical</b>	Environmental Engineer
<b>Technical</b>	Environmental Engineer Senior
<b>Technical</b>	Environmental Program Analyst
<b>Technical</b>	Environmental Program Planner
<b>Technical</b>	Environmental Program Specialist
<b>Technical</b>	Environmental Specialist - Field
<b>Technical</b>	Environmental Specialist Senior - Field
<b>Technical</b>	Environmental Technician
<b>Technical</b>	Environmental Technician Senior
<b>Technical</b>	Help Desk Support
<b>Technical</b>	Home Repair Coordinator
<b>Technical</b>	Laboratory Technician
<b>Technical</b>	Laboratory Technician Senior
<b>Technical</b>	Program Support Specialist
<b>Technical</b>	Residential Plan Reviewer
<b>Technical</b>	Right of Way Technician
<b>Technical</b>	Right of Way Technician Supervisor
<b>Technical</b>	Safety Engineer
<b>Technical</b>	Safety Engineer Senior
<b>Technical</b>	Title Examiner
<b>Technical</b>	Traffic Controller
<b>Technical</b>	Traffic Controller Senior
<b>Technical</b>	Transportation Data Analyst
<b>Technical</b>	Transportation Data Analyst Senior
<b>Technical</b>	Transportation Data Analyst Supervisor
<b>Technical</b>	Transportation Data Technician
<b>Technical</b>	Transportation District Utilities Specialist

Technical	Transportation Engineering Technician -Survey
Technical	Transportation Engineering Technician -Survey Senior
Technical	Transportation Engineering Technician -Survey Supervisor
Technical	Transportation Materials Technician
Technical	Transportation Materials Technician Senior
Technical	Transportation Materials Technician Specialist
Technical	Transportation Materials Technician Supervisor
Technical	Transportation Planning Specialist
Technical	Transportation Planning Specialist Senior
Technical	Transportation Technical Program Coordinator
Technical	Transportation Technical Support Coordinator
Trades	Boiler Operator I
Trades	Boiler Operator II
Trades	Boiler Operator Senior I
Trades	Boiler Operator Senior II
Trades	Carpenter
Trades	Carpenter Assistant
Trades	Carpenter Senior
Trades	Electrician
Trades	Electrician Assistant
Trades	Electrician Senior
Trades	Electrician Supervisor Senior
Trades	Electronic Equipment Install & Repair Supervisor
Trades	Electronic Equipment Install & Repair Technician
Trades	Electronic Technician
Trades	Electronic Technician Senior
Trades	Equipment Repair Supervisor
Trades	Equipment Repair Technician
Trades	Equipment Repair Technician Senior
Trades	HVAC Installation & Repair Assistant
Trades	HVAC Installation & Repair Assistant Senior
Trades	Laboratory Mechanic
Trades	Laboratory Mechanic Senior
Trades	Locksmith
Trades	Maintenance Field Worker
Trades	Mason Plasterer
Trades	Mason Plasterer Assistant
Trades	Mechanic
Trades	Painter
Trades	Plumber / Steamfitter
Trades	Plumber / Steamfitter Assistant
Trades	Printing Press Operator B
Trades	Production Supervisor
Trades	Radio Specialist
Trades	Radio Specialist Senior
Trades	Sheet Metal Worker
Trades	Sheet Metal Worker Assistant
Trades	Sheet Metal Worker Lead
Trades	Shipping / Receiving Clerk
Trades	Storekeeper Assistant I
Trades	Storekeeper Assistant II
Trades	Storekeeper I
Trades	Storekeeper II

<b>Trades</b>	Storekeeper III
<b>Trades</b>	Storekeeper Senior
<b>Trades</b>	Tool Room Assistant
<b>Trades</b>	Tool Room Assistant Senior
<b>Trades</b>	Trades Utilities Worker Senior
<b>Trades</b>	Trades Utility Worker
<b>Trades</b>	Tradesman Helper
<b>Trades</b>	Tradesman Helper Senior
<b>Trades</b>	Veterinary Pathologist
<b>Trades</b>	Welder
<b>Trades</b>	Welder Senior
<b>Trades</b>	Work Zone Safety Officer

Position Title	Classification	Position Description, Skills & Knowledge	
Accountant	Accounting/ Finance	<ul style="list-style-type: none"> <li>Conducts P&amp;L, Balance Sheet, Cash Flow, Tax, and Reconciliation analysis.</li> <li>Compiles and analyzes financial information to prepare entries to accounts, such as general ledger accounts and documenting business transactions.</li> <li>Reviews internal reports checking coding and making adjustments prior to printing and assembling the final product for mailing.</li> </ul>	
Accountant Senior	Accounting/ Finance	<ul style="list-style-type: none"> <li>All responsibilities of Accountant.</li> <li>Performs advanced and complex accounting functions of considerable difficulty requiring the analysis and interpretation of fiscal data and the application of accounting theory and principles.</li> <li>Assembles, analyzes and prepares reports and statements coding complex financial data.</li> <li>Performs other related or assigned duties.</li> </ul>	
Accountant JR	Accounting/ Finance	<ul style="list-style-type: none"> <li>Maintains financial records for subsidiary companies by analyzing balance sheets and general ledger accounts.</li> <li>Reconciles general and subsidiary bank accounts by gathering and balancing information.</li> <li>Provides financial status information by preparing special reports; completing special projects.</li> <li>Corrects errors by posting adjusting journal entries.</li> </ul>	
Accountant, Client Financial Services	Accounting/ Finance	<ul style="list-style-type: none"> <li>All responsibilities of Accountant.</li> <li>Performs advanced and complex accounting functions of considerable difficulty requiring the analysis and interpretation of fiscal data and the application of accounting theory and principles.</li> <li>Assembles, analyzes and prepares reports and statements coding complex financial data.</li> <li>Performs other related or assigned duties.</li> </ul>	
Accounting Clerk	Accounting/ Finance	<ol style="list-style-type: none"> <li>Performs any combination of following calculating, posting, and verifying duties to obtain financial data for use in maintaining accounting records: Compiles and sorts documents, such as invoices and checks, substantiating business transactions.</li> <li>Verifies and posts details of business transactions, such as funds received and disbursed, and totals.</li> </ol>	
Accounting Assistant	Accounting/ Finance	<ul style="list-style-type: none"> <li>Maintains financial records for subsidiary companies by analyzing balance sheets and general ledger accounts.</li> <li>Reconciles general and subsidiary bank accounts by gathering and balancing information.</li> <li>Provides financial status information by preparing special reports; completing special projects.</li> <li>Corrects errors by posting adjusting journal entries.</li> </ul>	
Accounting Manager A	Accounting/ Finance	<ul style="list-style-type: none"> <li>Manages professional accounting work of considerable difficulty.</li> <li>Serves as assistant to Finance Director.</li> <li>Manages at least two complex fiscal and accounting functions.</li> <li>Responsible for complex accounting functions which require the assignment of a staff of professional accountants.</li> </ul>	
Accounting Manager B	Accounting/ Finance	<ul style="list-style-type: none"> <li>Manages professional accounting work of considerable difficulty.</li> <li>Serves as assistant to Finance Director.</li> <li>Supervises professional accountants, technicians, and clerks.</li> <li>Manages activities of all fiscal and accounting functions.</li> <li>Interprets accounting manuals, policies, and procedures.</li> </ul>	Accountant, Client Financial Services
Accounting Manager C	Accounting/ Finance	<ul style="list-style-type: none"> <li>Manages professional accounting work of unusual difficulty.</li> <li>Serves as an assistant to a Controller in a complex financial organization.</li> <li>Manages financial reporting, financial analysis, and financial control operations.</li> <li>Supervises professional accountants, technicians, and clerks.</li> <li>Coordinates the preparation of reports and financial statements.</li> </ul>	Accounting Assistant
Auditing - External Auditor	Accounting/ Finance	<ul style="list-style-type: none"> <li>Execute tests of external controls, analyze and document the test results, prepare a concise, logical report of the results.</li> <li>Performs any other related or assigned duties.</li> <li>Experience executing audit test steps and forming logical conclusions based on the test result.</li> <li>Ability to interpret laws, policies, and regulations.</li> </ul>	Accounting Clerk
Auditing - External Auditor Senior	Accounting/ Finance	<ul style="list-style-type: none"> <li>Execute tests of external controls, analyze and document the test results, prepare a concise, logical report of the results.</li> <li>Performs any other related or assigned duties.</li> <li>Experience executing audit test steps and forming logical conclusions based on the test result.</li> <li>Ability to interpret laws, policies, and regulations.</li> </ul>	Accounting Manager A
Auditing - Internal Auditor	Accounting/ Finance	<ul style="list-style-type: none"> <li>Execute tests of internal controls, analyze and document the test results, prepare a concise, logical report of the results.</li> <li>Performs any other related or assigned duties.</li> <li>Experience executing audit test steps and forming logical conclusions based on the test result.</li> <li>Ability to interpret laws, policies, and regulations.</li> </ul>	Accounting Manager B
Auditing - Internal Auditor Senior	Accounting/ Finance	<ul style="list-style-type: none"> <li>Plan an audit project, conduct a preliminary survey, design and execute tests of internal controls, and analyze and document the test results,</li> <li>Prepares a concise, logical report of the results and present results verbally to management.</li> <li>Progressively responsible experience planning, executing and reporting on audits of internal controls including effectiveness, efficiency, compliance and financial reviews.</li> </ul>	Accounting Manager C
Book keeper	Accounting/ Finance	<ul style="list-style-type: none"> <li>Develops system to account for financial transactions by establishing a chart of accounts; defining bookkeeping policies and procedures.</li> <li>Maintains subsidiary accounts by verifying, allocating, and posting transactions.</li> <li>Balances subsidiary accounts by reconciling entries.</li> <li>Maintains general ledger by transferring subsidiary account summaries.</li> </ul>	
Budget Analyst	Accounting/ Finance	<ul style="list-style-type: none"> <li>Builds spreadsheets to provide analysis of cost impacts, collects budget data, obtains policy information, and conducts research.</li> <li>Performs any other related or assigned duties.</li> <li>Working knowledge of the principles and practices of budget formulation, evaluation and execution.</li> <li>Working knowledge of the principles of public administration and government finance.</li> </ul>	Auditing - External Auditor
Budget Analyst Senior	Accounting/ Finance	<ul style="list-style-type: none"> <li>Builds spreadsheets to provide analysis of cost impacts, collects budget data, obtains policy information, and conducts research.</li> <li>Performs any other related or assigned duties.</li> <li>BA/BS Business Or Public Administration</li> <li>Considerable knowledge of the principles and practices of budget formulation, evaluation and execution.</li> </ul>	Auditing - External Auditor Senior
Closure/Disbursement Specialists	Accounting/ Finance		

Compliance Officer, Duplication of Bene	Accounting/ Finance	Compliance managers ensure that their organizations understand and comply with any laws or regulations that apply to their type of business, such as the Sarbanes-Oxley Act or the HIPPA Privacy Rule. They work primarily in industries that are heavily regulated, such as financial services, healthcare, pharmaceuticals and chemicals.	
CPA	Accounting/ Finance	Generates timely and accurate financial and management reports on a consistent basis: weekly, monthly and quarterly. Interprets operating results as they affect the financial aspects of the organization and makes specific recommendations for cost reduction and/or profit improvement. <del>Participates in quarterly Board of Director meetings and present as necessary.</del>	
Fiscal Assistant	Accounting/ Finance	<ul style="list-style-type: none"> <li>Performs a wide variety of program and administrative support duties based on agency business needs.</li> <li>Performs general office, secretarial, fiscal, and support activities.</li> <li>Serves as first point-of-contact for their assigned program.</li> </ul> Demonstrated ability to use spreadsheet software and perform detailed work with numerical data. <del>Maintains knowledge of clerical practices, including typing skills and office procedures.</del>	Auditing - Internal Auditor
Fiscal Technician	Accounting/ Finance	<ul style="list-style-type: none"> <li>Maintains complex accounting systems, classifies, proofs and posts transactions to journals and ledgers.</li> <li>Takes trial balances, makes routine account adjustments.</li> <li>Receives and classifies remittances and issuing appropriate receipts.</li> <li>Serves as custodian for designated funds and preparing fund statements, reconciles bank accounts.</li> </ul>	Auditing - Internal Auditor Senior
Fiscal Technician Senior	Accounting/ Finance	<ul style="list-style-type: none"> <li>All responsibilities of Finance Technician.</li> <li>Classifies, proofs and posts transactions to journals and ledgers.</li> <li>Takes trial balances, makes routine account adjustments.</li> <li>Maintains control accounts to compare expenditures to the operating budgets.</li> <li>Screens and processes a variety of fiscal transactions.</li> </ul>	
Payroll Specialist	Accounting/ Finance	Member of the Finance team that will ensure accurate processing and recording of company's payroll, provide timely and accurate financial information, participate in daily data entry Payroll processing. This position will impact a rapidly growing organization and offers career development opportunities for the right candidate.	
Purchasing / Procurement	Accounting/ Finance	To purchase supplies, services, food, and equipment in the required quantity and quality; to obtain items via formal two-party contracts utilizing formally advertised invitations for bid and request for quotations; and to perform related work.  The Procurement Specialist series is a professional-level class performing a wide variety of buying and	
Sr Compliance Officer	Accounting/ Finance	Compliance managers ensure that their organizations understand and comply with any laws or regulations that apply to their type of business, such as the Sarbanes-Oxley Act or the HIPPA Privacy Rule. They work primarily in industries that are heavily regulated, such as financial services, healthcare, pharmaceuticals and chemicals. The median annual salary for compliance managers was \$99,540 in	
Supervising Analyst	Accounting/ Finance	The Audit Supervisor oversees audit staff during audits and control consulting engagements that evaluate corporate management and operating practices. #Oversees audit planning, field work, and audit reporting; prepares reports, and communicates findings and recommendations to line and senior management. Review automated audit work papers prepared by the audit staff to ensure sound audit theory and compliance with the department's methodology.	
Customer Service Inbound I	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
Customer Service Inbound II	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
Customer Service Outbound I	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
Customer Service Outbound II	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
Customer Service Representative Bilingual	Call Center/ Customer Service	Same as general customer service rep II, but must be proficient in conversational level speaking in one of many non english languages. General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately.	
Data Analyst	Call Center/ Customer Service	data analyst collects and studies data to reveal ways to improve a business, organization or government entity; or databases and the data entered into those databases. The data can involve almost any topic including employees, customers, marketing, sales, manufacturing or distribution. If you're interested in a career that involves problem-solving, mathematics and computer skills, studying data analyst duties can	
Detailing Representative I	Call Center/ Customer Service	handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
Detailing Representative II	Call Center/ Customer Service	handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
Help Desk Analyst	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	

<b>Market Research Inbound</b>	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
<b>Market Research Outbound</b>	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
<b>Comparison Shopper I</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Comparison Shopper II</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	Sr. Compliance Officer
<b>Demonstrator I</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	Supervising Auditor
<b>Demonstrator II</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Sampler</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Sales Inbound I</b>	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
<b>Sales Inbound II</b>	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
<b>Sales Outbound I</b>	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
<b>Sales Outbound II</b>	Call Center/ Customer Service	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset. Ability to communicate and record information accurately. Ability to question others to determine specific needs. Ability to deal with people patiently.	
<b>Tradeshow Booth Attendant I</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Tradeshow Booth Attendant II</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Tradeshow Host/Hostess I</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Tradeshow Host/Hostess II</b>	Call Center/ Customer Service	Handle stock supplies. Count items/materials. Perform simple mathematical calculations. Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time. Ability to use calculator/10-key calculator/cash register. Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately. Ability to learn a company's products or services.	
<b>Administrative Assistant I</b>	General Administrative	<ul style="list-style-type: none"> <li>• Posts items to accounts, prepares vouchers.</li> <li>• Maintains files, distributes reports, performs simple data entry into internal agency system.</li> <li>• Inventories, receives, and shelves routine supplies.</li> <li>• Reviews invoices/packing slips to ensure shipment is correct.</li> </ul>	
<b>Administrative Assistant II</b>	General Administrative	<ul style="list-style-type: none"> <li>• Prepares a variety of standard disbursement forms (e.g., work orders, petty cash) for routing and approval.</li> <li>• Compiles and maintains daily and weekly totals, reports, and financial statements.</li> <li>• Reconciles statements.</li> </ul>	
<b>Administrative Assistant III</b>	General	<ul style="list-style-type: none"> <li>• Establishes, reviews and maintains accounting documents and files.</li> <li>• Uses spreadsheets or databases to organize information and produce standard reports.</li> <li>• Prepares a variety of complex disbursement forms (e.g., check requests, travel forms, cash sheets, and journal entries) for routing and approval.</li> <li>• May approve some disbursement forms.</li> </ul>	



<b>Administrative Assistant III</b>	Administrative	<ul style="list-style-type: none"> <li>• Orders goods or services and follows up/resolves discrepancies and ensures delivery.</li> <li>• Authorizes requests for goods and services in corporate systems.</li> <li>• Insures appropriate routing and approval of purchase requests.</li> <li>• Maintain(s) calendars, schedules meetings, makes and cancels appointments, schedules rooms for <del>classes, meetings, conferences, etc., coordinates audio-visual, training equipment, refreshment requests</del></li> </ul>
<b>Administrative Assistant IV</b>	General Administrative	<ul style="list-style-type: none"> <li>• Reviews and approves disbursement forms, recommends changes to agency/work unit administrative policies, procedures and methods, uses existing spreadsheets and databases to interpret and organize resource information, provides customized reports to analysts or others in the unit.</li> <li>• Approves and authorizes accounts through corporate system, monitors external accounts and resolves <del>discrepancies, reviews and reconciles status reports</del></li> <li>• Manages supervisor's calendar, researches and negotiates with hotels, etc., makes complex scheduling arrangements involving multiple parties, independently makes and cancels meetings depending on the subject and attendees, determines what confidential information can be disseminated and to whom, arranges for special room or equipment needs and/or multiple locations &amp; individuals, <del>coordinates domestic and foreign travel arrangements for executive/work unit head, unit personnel and</del></li> <li>• Develops filing systems, internal mailing processes and procedures; prepares non-routine responses to correspondence may supervise general administrative functions.</li> <li>• Oversees or resolves non-routine/difficult situations based on knowledge and interpretation of established policies &amp; procedures; interprets rules and regulations.</li> <li>• <del>Develops process, serves as unit expert or lead over other clerical/administrative positions, creates and</del></li> <li>• Prepares routine reports and statistics, determines report format and elements.</li> <li>• Prepares and/or supervises preparation of complex payroll, researches payroll issues, interprets policies &amp; procedures.</li> </ul> <p>Knowledge and understanding of the programs or activities of the unit served, as well as of the County <del>and departmental administrative guides</del></p>
<b>Administrative Assistant V</b>	General Administrative	<ul style="list-style-type: none"> <li>• Supervises a group of clerical/accounting personnel.</li> <li>• Determines, modifies, and implements administrative policies, procedures and methods to improve office practices; designs spreadsheets and databases, provides customized reports to analysts.</li> <li>• Analyzes data and develops budget recommendations; administers several complex funds, projects, <del>contracts, creates processes, journal/budget entries</del></li> <li>• Supervises or handles the most complex, non-routine activities; coordinates all logistic activities; schedules/sets up presentation rooms, obtains required audio-visual equipment, schedules order of presentations; verifies travel arrangements made by visitors; directs or performs the scheduling, organizing, coordinating and making of arrangements for national and international meetings; manages <del>the calendar of the executive/work unit head</del></li> </ul>
<b>Administrative Staff Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs a variety of administrative activities to assist an agency head or upper level agency executive management position.</li> <li>• Performs multiple duties related to diverse agency-wide programs, projects and issues which cross major operational and administrative lines.</li> <li>• <del>Reviews, summarizes, prioritizes and expedites daily issues requiring top level review and response</del></li> </ul>
<b>Administrative Staff Specialist</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Administrative Staff Assistant.</li> <li>• Performs administrative work for an agency head or upper level agency executive management positions.</li> <li>• Represents the agency head to others inside and outside the agency or institution.</li> <li>• <del>Actively influences board, commission, council and/or agency policy decisions</del></li> </ul>
<b>Administrative Staff Specialist Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Administrative Staff Specialist.</li> <li>• Executes policy work.</li> <li>• Manages a program, formulates budgets, and drafts legislative bills.</li> <li>• Performs administrative, analytical, legislative, programmatic, budgetary and liaison functions.</li> <li>• <del>Ensures agency compliance with state and federal regulations</del></li> </ul>
<b>Agency Management Analyst</b>	General Administrative	<ul style="list-style-type: none"> <li>• Entry-level position.</li> <li>• Conducts agency organization and operations studies.</li> <li>• Recommends most efficient and cost-effective methods of accomplishing work.</li> <li>• Utilizes resources and/or generating revenues.</li> <li>• <del>Performs work of routine difficulty</del></li> </ul>
<b>Agency Management Analyst Lead</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Agency Management Analyst Senior.</li> <li>• Provides primary project leadership / management.</li> <li>• Functions with greater latitude in developing techniques and approaches to technical problems.</li> <li>• Performs work of considerable difficulty in leading, supervising and/or conducting large scale agency-wide studies of manual and automated processes</li> </ul>
<b>Agency Management Analyst Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Agency Management Analyst.</li> <li>• Assists in implementation, communication and training during conversion, reorganization and/or testing phases.</li> <li>• Works independently.</li> <li>• <del>Uses a variety of approaches utilized in research, analysis, implementation and training</del></li> </ul>
<b>Clerk</b>	General Administrative	Under immediate supervision, performs routine, repetitive clerical work of a varied nature as a beginner at the entrance level of employment which includes a relatively small proportion of difficult tasks; does other related duties as required. Knowledge of office routines, equipment, and practices. Min High School Graduate or GED 1 to 3 years experience
<b>Clerk Jr</b>	General Administrative	Under immediate supervision, performs routine, repetitive clerical work of a varied nature as a beginner at the entrance level of employment which includes a relatively small proportion of difficult tasks; does other related duties as required. Knowledge of office routines, equipment, and practices. Min High School Graduate or GED Entry Level experience
<b>Clerk Sr</b>	General Administrative	Under immediate supervision, performs routine, repetitive clerical work of a varied nature as a beginner at the entrance level of employment which includes a relatively small proportion of difficult tasks; does other related duties as required. Knowledge of office routines, equipment, and practices. Min High School Graduate or GED 4 to 7 years experience
<b>Data Entry Operator</b>	General Administrative	<ul style="list-style-type: none"> <li>• Provides program and operational support.</li> <li>• Performs general work activities in support of office systems.</li> </ul> <p>Strong keyboarding skills. Ability to follow instructions.</p>
<b>Data Entry Operator Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• Provides program and operational support.</li> <li>• Performs general work activities in support of office systems.</li> <li>• May lead / instruct junior personnel.</li> </ul> <p>Strong keyboarding skills. Ability to follow instructions</p>

<b>Document Control Filing Specialist</b>	General Administrative	Candidate will be in charge of large number of files for projects - Skills Required: scanning filing copying -- Experience: two years office experience with large project filing
<b>Executive Secretary</b>	General Administrative	<ul style="list-style-type: none"> <li>• Works for senior management</li> <li>• Schedules appointments, travel arrangements and conferences.</li> <li>• Proficient in Microsoft Office.</li> <li>• Ability to manage multi-line phone system and learn voice-mail.</li> </ul>
<b>Executive Secretary Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Executive Secretary.</li> <li>• Increased requirement for knowledge of programs and objectives.</li> <li>• Performs in high visibility both internally and externally to the agency.</li> </ul> <p>Considerable experience in an office environment.</p>
<b>Intake Specialist</b>	General Administrative	Help direct people to the services they need. Intake specialists are used in many different areas, such as hospitals, mental health facilities, crisis centers, nursing homes and more. Intake specialists talk directly with patients and their families, determining their needs, their medical history, physical and mental state and special requirements. Understanding these needs helps the intake specialist determine what services the facility needs to provide and guide patients to the right areas.
<b>Inventory Specialist</b>	General Administrative	Under supervision of a supervisory official, reviews and analyzes inventory systems, surveys document flow and control and provides recommendations on inventory systems and practices; does other related work.
<b>Legal Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Provides secretarial /paralegal assistance to agency executives in legal environments who have complex program or operational responsibilities.</li> <li>• Performs research, management, and case investigative work.</li> <li>• Drafts affidavits, pleadings, briefs and interrogatories.</li> </ul>
<b>Legal Assistant Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• Provides secretarial /paralegal assistance to agency executives in legal environments who have complex program or operational responsibilities.</li> <li>• Performs research, management, and case investigative work.</li> <li>• Drafts affidavits, pleadings, briefs and interrogatories.</li> </ul>
<b>Library Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs a variety of library administrative and technical support services.</li> <li>• Performs patron services, research or reference, acquisition and preservation of materials, copy cataloging or description, preparation of finding aids and guides, writing and editing, and records access and retention.</li> </ul>
<b>Medical Assistant I</b>	General Administrative	Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties.
<b>Medical Assistant II</b>	General Administrative	Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties.
<b>Medical Biller I</b>	General Administrative	Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties.
<b>Medical Biller II</b>	General Administrative	Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties.
<b>Medical Records Clerk I</b>	General Administrative	Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties.
<b>Medical Records Clerk II</b>	General Administrative	Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties.
<b>Office Manager</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs work of considerable difficulty due to extensive variety of office/administrative activities.</li> <li>• Establishes office guidelines and policies.</li> <li>• Plans, coordinates, manages and reviews the work of several units engaged in a variety of interrelated administrative and clerical functions.</li> </ul>
<b>Office Services Aide</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs basic administrative tasks with minimal guidance, including data entry, copying and faxing.</li> <li>• Serves as first point-of-contact for assigned program.</li> <li>• Maintains a variety of records, such as inventories of supplies and materials.</li> <li>• Produces documents related to assigned office/program area.</li> </ul>
<b>Office Services Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Proficient with personal computers in a windows environment including Microsoft Word, Word Perfect, Excel or Lotus.</li> <li>• Working knowledge of office practices, proper grammar, spelling and punctuation, and basic arithmetic.</li> <li>• Ability to manage multi-line phone system and learn voice-mail.</li> </ul>
<b>Office Services Specialist</b>	General Administrative	<ul style="list-style-type: none"> <li>• Manipulates data and text, and format documents.</li> <li>• Processes technical reports (i.e., scientific, medical or legal).</li> <li>• Manipulates computer databases to store, retrieve, compile, or analyze data information using commercial software to support office program requirements.</li> </ul>

<b>Office Services Supervisor</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Office Services Specialist.</li> <li>• Performs lead responsibilities in the office environment.</li> <li>• Resolves problems and makes recommendations for improvements.</li> <li>• Interprets and applies policies, procedures and guidelines.</li> </ul>
<b>Office Services Supervisor Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Office Services Specialist.</li> <li>• Performs lead responsibilities in the office environment.</li> <li>• Resolves problems and makes recommendations for improvements.</li> <li>• Interprets and applies policies, procedures and guidelines.</li> </ul>
<b>Operator I</b>	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p>
<b>Operator II</b>	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p>
<b>Operator III (Key Disc Operator)</b>	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p>
<b>Operator IV (Key Disc Operator)</b>	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p>
<b>Paralegal</b>	General Administrative	<p>Under limited supervision, performs the research of laws, rules and regulations, the investigation of facts, and the preparation of documents used in briefs, pleadings, appeals, and other legal actions; does related work.</p>
<b>Personal Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs work of routine difficulty in more than one specialty area.</li> <li>• Assists with transactions and records management, and file maintenance.</li> <li>• Assists with enrolling employees in benefits programs; employee orientation for new employees, and placing advertisements for recruitment.</li> </ul>
<b>Personal Assistant Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs work or routine difficulty in more than one specialty area.</li> <li>• Assists with transactions and records management, and file maintenance.</li> <li>• Assists with enrolling employees in benefits programs; employee orientation for new employees, and placing advertisements for recruitment.</li> </ul>
<b>Photocopy Supervisor</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Photocopy Technician.</li> <li>• Supervises a staff performing microfilming and/or photocopying.</li> <li>• Receives incoming documents to be photocopied.</li> <li>• Determines priorities and distributes workload to staff.</li> </ul>
<b>Photocopy Technician</b>	General Administrative	<ul style="list-style-type: none"> <li>• Handles requirements for duplicating, punching, and binding, collating, stacking, stapling and other capabilities for handling high volume photocopy work.</li> <li>• Receives customer orders.</li> <li>• Assists with questions regarding material to be copied such as type of paper, method of reproduction and when needed.</li> </ul>
<b>Photo-Typesetting Specialist</b>	General Administrative	<ul style="list-style-type: none"> <li>• Operates various types of printing or copying equipment.</li> <li>• Performs as a first line supervisor of staff performing duties related to duplicating and producing printed documents.</li> <li>• Duties may include digital, photo-typeset, as well as offset and photocopy printing.</li> </ul>
<b>Photo-Typesetting Supervisor</b>	General Administrative	<ul style="list-style-type: none"> <li>• Operates various types of printing or copying equipment.</li> <li>• Performs as a first line supervisor of staff performing duties related to duplicating and producing printed documents.</li> <li>• Duties may include digital, photo-typeset, as well as offset and photocopy printing.</li> </ul>
<b>Postal Aide</b>	General Administrative	<ul style="list-style-type: none"> <li>• Entry-Level support position.</li> <li>• Perform well-defined office duties of a routine and repetitive nature under close supervision.</li> <li>• Alphabetizes, files, photocopies, sorts, delivers mail, and/or processes routine documents.</li> </ul> <p>Some knowledge of basic office practices, procedures and current equipment; and manual and/or automated envelope, package handling or sorting systems.</p>
<b>Postal Aide Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• Perform well-defined office duties of a routine and repetitive nature under close supervision.</li> <li>• Alphabetizes, files, photocopies, sorts, delivers mail, and/or processes routine documents.</li> </ul> <p>Considerable knowledge of basic office practices, procedures and current equipment; and manual and/or automated envelope, package handling or sorting systems.</p>
<b>Postal Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs a wide variety of program and administrative support duties based on agency business needs.</li> <li>• Performs general office, secretarial, fiscal, and support activities.</li> <li>• Serves as first point-of-contact for their assigned program.</li> </ul> <p>Knowledge of office/program support activities.</p>
<b>Program Manager</b>	General Administrative	<p>Under the direction of an executive official or higher level supervisor, plans, organizes, and implements disease prevention and control programs; develops program activities for the recognition and treatment of high risk individuals and populations, and for the</p>
<b>Project Assistant</b>	General Administrative	<p>Under the general supervision of the Director of the Tice Office Management Systems, has responsibility for the initiation, coordination, and implementation of certain computer based administrative and educational systems in the higher education community in New Jersey.</p>

<b>Public Relations Coordinator</b>	General Administrative	<ul style="list-style-type: none"> <li>• Directs public relations and/or development for agency program or specialty area(s).</li> <li>• Plans, develops, evaluates, and performs public relations functions.</li> <li>• Serves as single position for an agency's public relations.</li> <li>• Develops and evaluates public relations programs and activities.</li> </ul>
<b>Public Relations Specialist</b>	General Administrative	<ul style="list-style-type: none"> <li>• All responsibilities of Public Relations Assistant Specialist.</li> <li>• Responsible either for a segment or all of an agency's public relations activities.</li> <li>• Serves as feature story writers and editors and/or have overall responsibility for internal publications.</li> <li>• Independently carries out all public relations activities.</li> </ul>
<b>Public Relations Specialist Assistant</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs a variety of activities for a specific program area under direct supervision.</li> <li>• Performs a combination of public relations functions such as media relations, publications, events and promotions, etc.</li> </ul> <p>Considerable knowledge of the organization, operation, and related program area(s).</p>
<b>Receptionist</b>	General Administrative	<ul style="list-style-type: none"> <li>• Serves as initial point of contact for visitors, telephone calls and deliveries to the agency.</li> <li>• Efficiently and courteously answering multi-line telephone system.</li> <li>• Responds to routine inquiries, takes messages, or routes callers to appropriate parties.</li> <li>• Greets visitors and notifies appropriate employee or office of arrivals.</li> </ul>
<b>Receptionist Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• Serves as initial point of contact for visitors, telephone calls and deliveries to the agency.</li> <li>• Efficiently and courteously answering multi-line telephone system.</li> <li>• Responds to routine inquiries, takes messages, or routes callers to appropriate parties.</li> <li>• Greets visitors and notifies appropriate employee or office of arrivals.</li> </ul>
<b>Secretary</b>	General Administrative	<ul style="list-style-type: none"> <li>• Performs a wide variety of program and administrative support duties based on agency business needs.</li> <li>• Performs general office, secretarial, fiscal, and support activities.</li> <li>• Serves as first point-of-contact for their assigned program.</li> </ul> <p>Working knowledge of office practices, proper grammar, spelling and punctuation, and basic arithmetic.</p>
<b>Secretary Senior</b>	General Administrative	<ul style="list-style-type: none"> <li>• Provides secretarial support for one or more professional, administrative and/or managerial employees.</li> <li>• Types letters, memoranda and forms from rough notes or handwritten drafts.</li> <li>• Maintains logs/records, calendars.</li> <li>• Makes arrangements for travel, meetings, and conferences.</li> </ul>
<b>System Support Research Assistant</b>	General Administrative	Under direction, conducts research and statistical studies to compile and report information on unit programs; does related work as required.
<b>Translator</b>	General Administrative	Provide interpreting/technical services for meetings, telephone calls, etc. including one on one and group settings and will translate orally and/or in writing all documents. Translators should have knowledge in the area of the subject matter that is to be translated. Prepare written translations of instructions and educational materials, correspondence, and forms from one language to another. Review translated material for accuracy of meaning and grammar while interpreting and explaining words and phrases for
<b>Claims Representative</b>	Human Resources	Under direction, investigates general liability, property damage, and personal injury insurance claims of a noncomplex nominal nature; does related work as required.
<b>Claimes Adjuster Sr</b>	Human Resources	Under direction, performs varied office and field work in adjusting property damage; does other related duties as required.
<b>Classification / Compensation Analyst</b>	Human Resources	<ul style="list-style-type: none"> <li>• Performs compensation analytical work.</li> <li>• Determines appropriate classification and compensation levels.</li> <li>• Makes final recommendations on position allocations.</li> <li>• Recommends the establishment of new positions, reallocations, and redefinitions of existing positions.</li> </ul>
<b>Classification / Compensation Analyst Senior</b>	Human Resources	<ul style="list-style-type: none"> <li>• Performs work of considerable difficulty and may involve a greater diversity of assignments or require more extensive knowledge of a functional area.</li> <li>• Serves as the single position in charge of classification and compensation activity.</li> <li>• Supervises or serves as an expert in a broad range of human resource programs or functional area(s)</li> </ul>
<b>Classification / Compensation Consultant</b>	Human Resources	<ul style="list-style-type: none"> <li>• Performs work of unusual difficulty in providing expert consultation and direction for a complex, statewide human resource program or functional area.</li> <li>• Engages in extensive contact with state agencies, high-ranking government and legislative officials; professionals in federal, state, and local governments and private industry to provide consultation and problem resolution services, as well as to discuss matters of controversy and litigation.</li> </ul>
<b>EEO Program Analyst</b>	Human Resources	<ul style="list-style-type: none"> <li>• Responsible for equal employment opportunity (EEO), affirmative action (AA) and related programs in a state agency or institution.</li> <li>• Assists in planning, implementing and monitoring EEO/AA programs.</li> <li>• Interprets EEO/AA guidelines and policies and procedures.</li> </ul>
<b>EEO Program Specialist</b>	Human Resources	<ul style="list-style-type: none"> <li>• Work is of considerable difficulty and may involve a greater diversity of assignments or require more extensive knowledge of a functional area.</li> <li>• Responsible for equal employment opportunity (EEO), affirmative action (AA) and related programs in a state agency or institution.</li> </ul>
<b>Employee Relations Analyst</b>	Human Resources	<ul style="list-style-type: none"> <li>• Advises and counsels managers and employees in matters related to grievances, performance evaluations and standards of conduct.</li> <li>• Works with managers and employees to resolve conflicts, in disciplinary actions, performance problems, and productivity.</li> </ul>
<b>Employee Relations Analyst Senior</b>	Human Resources	<ul style="list-style-type: none"> <li>• All responsibilities of Employee Relations Analyst.</li> <li>• Oversees and evaluates subordinate personnel.</li> <li>• Advises other human resource supervisors or managers in the administration and evaluation of employee relations programs.</li> </ul>

<b>Human Resources Assistant</b>	Human Resources	<ul style="list-style-type: none"> <li>Serves as an assistant to Human Resources Generalist performing professional and comprehensive human resource functions.</li> <li>Implements customer service, program efficiency and effectiveness in assigned areas.</li> </ul> <p>Knowledge of human resource management principles and practices including recruitment and selection, classification and compensation, and employee relations.</p>
<b>Human Resources Generalist</b>	Human Resources	<ul style="list-style-type: none"> <li>Consults management in all human resource areas.</li> <li>Develops recruitment and retention strategies.</li> <li>Assesses alternative compensation strategies.</li> <li>Counsels managers, employees, and applicants in the resolution on complaints.</li> </ul> <p>Participates in programs in all human resource areas to improve customer service, program efficiency.</p>
<b>Human Resources Generalist Senior</b>	Human Resources	<ul style="list-style-type: none"> <li>All responsibilities of Human Resources Generalist.</li> <li>Guides managers and supervisors in their accountability for decentralized human resource responsibilities.</li> <li>Serves as the primary leader of an human resource program.</li> </ul> <p>Leads a team of professionals on a project or ongoing basis.</p>
<b>Personnel Analyst</b>	Human Resources	<ul style="list-style-type: none"> <li>Performs beginning level professional, analytical personnel work in a specialty area.</li> <li>Performs a combination of specialty functions at the entry level.</li> <li>Supervises staff in the area of transactions / records.</li> <li>Acts in support of other specialists or analysts.</li> </ul> <p>Performs work involving technical support and analysis of transactions, reporting and benefits.</p>
<b>Personnel Analyst Senior</b>	Human Resources	<ul style="list-style-type: none"> <li>Performs beginning level professional, analytical personnel work in a specialty area.</li> <li>Performs a combination of specialty functions at the entry level.</li> <li>Supervises staff in the area of transactions / records.</li> <li>Acts in support of other specialists or analysts.</li> </ul> <p>Performs work involving technical support and analysis of transactions, reporting and benefits.</p>
<b>Personnel Practices Analyst</b>	Human Resources	<ul style="list-style-type: none"> <li>Performs or manages a combination of personnel specialty functions.</li> <li>Performs journey level duties in two or more human resource areas.</li> <li>Analyzes and collects data.</li> <li>Supervises benefits and handles workers' compensation.</li> </ul> <p>Considerable knowledge of human resource principles and practices, including federal and state laws and regulations.</p>
<b>Personnel Practices Analyst Senior</b>	Human Resources	<ul style="list-style-type: none"> <li>All responsibilities of Personnel Practices Analyst.</li> <li>Supervises a small staff of technical specialists.</li> <li>Spends majority of time counseling, training or performing analytical activities.</li> <li>Provides appropriate recommendations for resolution of diverse or complex issues based on accurate interpretation of state and federal policies and regulations.</li> </ul>
<b>Personnel Practices Manager</b>	Human Resources	<ul style="list-style-type: none"> <li>All responsibilities of Personnel Practices Supervisor.</li> <li>Manages a broad range of personnel programs in a complex agency.</li> <li>Makes recommendations on all studies and surveys conducted in the assigned area.</li> <li>Ensures that special reports are complete and accurate.</li> </ul>
<b>Claims Adjuster I</b>	Insurance	<ul style="list-style-type: none"> <li>Obtains and interprets information from insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts.</li> </ul>
<b>Claims Adjuster II</b>	Insurance	<ul style="list-style-type: none"> <li>Obtains and interprets information from insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts.</li> </ul>
<b>Claims Specialist</b>	Insurance	<ul style="list-style-type: none"> <li>Obtains and interprets information from insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts.</li> </ul>
<b>Worker's Compensation Specialty</b>	Insurance	<ul style="list-style-type: none"> <li>Obtains and interprets information from insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts.</li> </ul>
<b>Data Entry Clerk</b>	Tax	<ul style="list-style-type: none"> <li>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately.</li> <li>Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning</li> </ul>
<b>Data Entry Clerk / Remittance Processor Blended</b>	Tax	<ul style="list-style-type: none"> <li>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately.</li> <li>Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning</li> </ul>
<b>Error Resolution and Document Processor</b>	Tax	<ul style="list-style-type: none"> <li>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately.</li> <li>Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning</li> </ul>
<b>General Clerical</b>	Tax	<ul style="list-style-type: none"> <li>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately.</li> <li>Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning</li> </ul>
<b>On-Site Administrator (Day)</b>	Tax	<ul style="list-style-type: none"> <li>Reviews resource needs with Tax representative for the subsequent week.</li> <li>Recruits and interviews on site as needed.</li> <li>Conducts orientation with new employees regarding Tax's policies (confidentiality and disclosure, dress code, break times, lunch times, etc.)</li> </ul> <p>Assists Tax in training new employees.</p>
<b>On-Site Administrator (Evening)</b>	Tax	<ul style="list-style-type: none"> <li>Reviews resource needs with Tax representative for the subsequent week.</li> <li>Recruits and interviews on site as needed.</li> <li>Conducts orientation with new employees regarding tax policies (confidentiality and disclosure, dress code, break times, lunch times, etc.)</li> </ul> <p>Assists Tax in training new employees.</p>

<b>Remittance Processor</b>	Tax	Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning
<b>Taxpayer Information &amp; Assistance Agent</b>	Tax	duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning

Position Title	Classification	Position Description, Skills & Knowledge
Subcode Official - Building	Laborer/ Industrial	<p>Under the general supervision of a Construction Official or other supervisory official in a state department, institution, or agency, ensures conformance with the assigned subcode; may supervise inspectors; serves as a subcode official in assigned units performing duties in at least one of the following areas:</p> <p>i. conducts plan review, inspection and compliance functions for high rise and hazardous structures; Elevator Subcode Officials may conduct <del>operational amusement ride inspections in accordance with NIAC 5-22.5.5.</del></p>
Subcode Official - Electrical	Laborer/ Industrial	<p>Under the general supervision of a Construction Official or other supervisory official in a state department, institution, or agency, ensures conformance with the assigned subcode; may supervise inspectors; serves as a subcode official in assigned units performing duties in at least one of the following areas:</p> <p>i. conducts plan review, inspection and compliance functions for high rise and hazardous structures; Elevator Subcode Officials may conduct <del>operational amusement ride inspections in accordance with NIAC 5-22.5.5.</del></p>
Subcode Official - Plumbing	Laborer/ Industrial	<p>Under the general supervision of a Construction Official or other supervisory official in a state department, institution, or agency, ensures conformance with the assigned subcode; may supervise inspectors; serves as a subcode official in assigned units performing duties in at least one of the following areas:</p> <p>i. conducts plan review, inspection and compliance functions for high rise and hazardous structures; Elevator Subcode Officials may conduct <del>operational amusement ride inspections in accordance with NIAC 5-22.5.5.</del></p>
CDL Driver	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Operates light to heavy duty trucks to accomplish tasks related to snow removal, preventive and corrective maintenance, and construction of roadways.</li> <li>• Tasks include driving, mowing, signing, and patching.</li> <li>• Performs labor assignments, including digging ditches, clearing right of way, clearing roadways of debris and dead animals, weed eating, shoveling, and laying asphalt.</li> <li>• Performs minor and basic adjustments and repairs to equipment and aides in making major repairs.</li> <li>• Performs general manual labor such as: shoveling soil, removing rocks, debris and other materials at work sites, and loading/unloading materials and objects.</li> </ul>
Codes - Amusement Ride Inspector	Laborer/ Industrial	<p>Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.</p> <p>NOTE: The examples of work for this title are for illustrative</p>
Codes - Construction Codes	Laborer/ Industrial	<p>Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.</p> <p>NOTE: The examples of work for this title are for illustrative</p>
Codes - Elevator Code Inspector	Laborer/ Industrial	<p>Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.</p> <p>NOTE: The examples of work for this title are for illustrative</p>

<b>Codes - Housing Inspector</b>	Laborer/ Industrial	Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.  NOTE: The examples of work for this title are for illustrative
<b>Codes - Multi Dwelling Inspector</b>	Laborer/ Industrial	Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.  NOTE: The examples of work for this title are for illustrative
<b>Codes - Plan Reviewer</b>	Laborer/ Industrial	Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.  NOTE: The examples of work for this title are for illustrative
<b>Codes - Sub Code Official</b>	Laborer/ Industrial	Under direction, performs varied types of field and office work involved in seeing that residents, businesses, and citizens comply with various municipal ordinances other than the State Sanitary Code, State Uniform Construction Code or any of its subcodes, or the State Uniform Fire Code; does other related duties as required.  NOTE: The examples of work for this title are for illustrative
<b>Flagger / Laborer</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Directs traffic in work zones.</li> <li>• Performs light to medium manual labor when needed.</li> <li>• Assists in setting up work zones, such as placing and removing work signs, safety cones, barricades, and litter pickup.</li> <li>• Assists in pushing mowing operations, sweeping, shoveling materials (asphalt, rock, etc.), general cleaning of equipment/grounds and/or painting.</li> <li>• Will be required to take appropriate tests at the DMV.</li> <li>• Ability to lift up to 50 pounds.</li> </ul>
<b>Forklift Operator</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Drives manual sit-down gasoline, liquefied gas, or electric-powered industrial forklift.</li> <li>• Aids in loading, unloading and/or stacking materials in a warehouse or storage yard.</li> </ul> <p>Experience in forklift driving.</p> <ul style="list-style-type: none"> <li>• Valid Virginia Operator's License.</li> </ul>
<b>Forklift Operator Senior</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Drives manual sit-down gasoline, liquefied gas, or electric-powered industrial forklift.</li> <li>• Aids in loading, unloading and/or stacking materials in a warehouse or storage yard.</li> </ul> <p>Considerable experience in forklift driving.</p> <ul style="list-style-type: none"> <li>• Valid state Operator's License.</li> </ul>
<b>Grounds Worker</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs routine work in all phases of grounds maintenance.</li> <li>• May operate a variety of equipment.</li> <li>• Assists higher level trades technicians or higher level craft personnel who are performing a combination of trades assignments.</li> </ul> <p>Basic knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> <li>• Working skill in the use of equipment and tools.</li> <li>• Valid Driver's License may be required.</li> </ul>



<b>Grounds Worker Lead</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• All responsibilities of Grounds Worker Senior.</li> <li>• Performs, plans and directs the day-to-day work of one or more grounds keeping crews.</li> <li>• May supervise a small crew/staff.</li> </ul> <p>Working knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> <li>• Working skill in the use of equipment and tools.</li> <li>• Valid Driver's License may be required.</li> <li>• Ability to follow oral and written instructions.</li> </ul>
<b>Grounds Worker Senior</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• All responsibilities of Grounds Worker.</li> <li>• Assists higher level trades technicians or higher level craft personnel who are performing a combination of trades assignments.</li> <li>• Assigns work and ensures its completion.</li> <li>• Leads subordinate personnel.</li> </ul> <p>Considerable knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> <li>• Working skill in the use of equipment and tools.</li> </ul>
<b>Groundskeeper / Landscaper</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs general care of lawn or grounds to maintain public property.</li> <li>• Performs lawn mowing, edging, watering, fertilization and the planting and pruning of small trees and shrubs.</li> <li>• Does not include the use of chainsaws or tree climbing.</li> </ul> <p>Knowledge of lawn care equipment such as mowers, spreaders, edging tools and sprinkler systems.</p>
<b>Groundskeeper / Landscaper Senior</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs general care of lawn or grounds to maintain public property.</li> <li>• Performs lawn mowing, edging, watering, fertilization and the planting and pruning of small trees and shrubs.</li> <li>• Does not include the use of chainsaws or tree climbing.</li> </ul> <p>Considerable knowledge of lawn care equipment such as mowers, spreaders, edging tools and sprinkler systems.</p> <ul style="list-style-type: none"> <li>• Experience in landscaping or related field.</li> </ul>
<b>Heavy Industrial Materials Handler (Warehouseman)</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Counts, sorts, checks, inspects, coordinates rapid movement, loads, unloads and moves materials within or near the worksite.</li> <li>• Picks stock and compares stock numbers against packing list.</li> <li>• Uses hand tools to open containers.</li> <li>• Lifts and arranges materials in a warehouse.</li> <li>• Verifies clerical computations against physical stock counts.</li> <li>• Transports materials using hand-truck, electric dolly, wheelbarrow, pallet jack or other devices.</li> <li>• Ability to lift items of various size up to 75 pounds for extended periods of time.</li> </ul>
<b>Heavy Industrial Materials Handler, Freezer (Warehouseman)</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Counts, sorts, checks, inspects, coordinates rapid movement, loads, unloads and moves materials in commercial-sized frozen food freezers.</li> <li>• Picks stock and compares stock numbers against packing list.</li> <li>• Uses hand tools to open containers.</li> <li>• Lifts and arranges materials in a freezer.</li> <li>• Verifies clerical computations against physical stock counts.</li> <li>• Transports materials using hand-truck, electric dolly, wheelbarrow, pallet jack or other devices.</li> <li>• Freezer suit will be provided.</li> </ul>
<b>Heavy Industrial Worker (General Laborer)</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs a variety of manual work that does not require special skills or experience.</li> <li>• Performs sustained work of a physical nature for extended periods of time.</li> <li>• Performs work that may require heavy lifting in and outdoors.</li> <li>• Loads and unloads trucks.</li> <li>• Performs building maintenance duties.</li> <li>• Assists in all types of repairs.</li> <li>• Moves a variety of office furniture and equipment.</li> <li>• Performs various and other repairs and/or building maintenance duties.</li> </ul>
<b>Housekeeping Supervisor</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• All responsibilities of Housekeeping Worker Senior.</li> <li>• Provides daily supervision in the areas of housekeeping, laundry, tailoring, and dry cleaning.</li> </ul> <p>Demonstrated ability to perform a variety of cleaning tasks.</p> <ul style="list-style-type: none"> <li>• Knowledge of dry cleaning techniques and/or laundry operations and/or working knowledge of standard practices and procedures of tailoring.</li> </ul>

<b>Housekeeping Supervisor Senior</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• All responsibilities of Housekeeping Supervisor.</li> <li>• Provides the overall activities in the daily operations.</li> <li>• Assists in the overall management in the assigned areas of housekeeping, laundry, tailoring, and/or dry cleaning.</li> <li>• Schedules, directs, and coordinates the overall management of assigned operations.</li> <li>• May perform regular, complex, or intricate tasks as needed.</li> </ul> <p>Advanced skill and ability to perform a variety of cleaning tasks.</p> <ul style="list-style-type: none"> <li>• Considerable knowledge of dry cleaning techniques and/or laundry operations and/or considerable</li> </ul>
<b>Housekeeping Worker</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Provides services in areas of housekeeping, laundry, tailoring, and dry cleaning.</li> <li>• Manual labor intensive.</li> <li>• Uses cleaning equipment, laundry and dry cleaning equipment and/or a variety of sewing machinery.</li> </ul> <p>Ability to perform a variety of cleaning tasks.</p> <ul style="list-style-type: none"> <li>• Knowledge of dry cleaning techniques and/or laundry operations and/or working knowledge of standard practices and procedures of tailoring.</li> <li>• Ability to interpret and follow directions.</li> </ul>
<b>Housekeeping Worker Senior</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• All responsibilities of Housekeeping Worker.</li> <li>• Assigns work and ensures its completion.</li> <li>• Performs a variety of tasks in supervising and performing the required services.</li> <li>• Ensures operational and safety procedures are followed.</li> </ul> <p>All skills / knowledge of Housekeeping Worker.</p> <ul style="list-style-type: none"> <li>• Knowledge of supervisory practices and principles.</li> <li>• Ability to interpret and follow direction as well as provide direction.</li> </ul>
<b>Inventory Worker Light</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Sorts, checks, inspects, counts, and records physical stock.</li> <li>• Lifts and arranges materials and stock in a warehouse setting.</li> <li>• Verifies clerical computations against physical stock counts.</li> <li>• Prices, labels, or operates a calculator or other recording device.</li> </ul> <p>Ability to lift up to 25 pounds for extended periods of time.</p> <ul style="list-style-type: none"> <li>• Experience with inventory.</li> <li>• Good math skills and legible handwriting.</li> </ul>
<b>Light Industrial Worker (General Laborer)</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs a variety of simple duties not requiring heavy lifting.</li> <li>• Cleans up around work areas.</li> <li>• Delivers supplies between departments.</li> <li>• Sets up tables and chairs.</li> <li>• Moves small furniture, boxes, or mailbags.</li> </ul> <p>Ability to manually lift, push or pull objects weight up to 30 pounds.</p> <ul style="list-style-type: none"> <li>• Possesses good manual dexterity.</li> <li>• Ability to understand and follow specific oral instructions.</li> </ul>
<b>Motor Vehicle Operator A</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs routine operation and maintenance of equipment and motorized vehicles.</li> <li>• Performs routine manual labor such as loading or unloading and adjusting attachments.</li> <li>• May utilize a variety of hand and power tools.</li> <li>• May operate a motorized vehicle to perform a variety of duties to include but not limited to transporting passengers, supplies, and materials.</li> </ul> <p>Ability equivalent to ability to operate a light truck, dump truck, or a tractor with attachments.</p> <ul style="list-style-type: none"> <li>• Valid Operator's License.</li> <li>• Basic math and reading skills.</li> </ul>
<b>Motor Vehicle Operator B</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs extensive preventive maintenance of equipment and motorized vehicles.</li> <li>• Maneuvers cumbersome trucks.</li> <li>• Operates heavy-duty motorized equipment of difficulty buildings and grounds maintenance assignments.</li> <li>• Operates a large tractor-trailer on inter-city transporting.</li> </ul> <p>Ability to maneuver trucks in highway driving or in backing in close quarters.</p> <ul style="list-style-type: none"> <li>• Ability to operate equipment requiring exceptional care, accuracy, skill or judgment.</li> <li>• Valid Operator's License.</li> <li>• Basic math and reading skills.</li> </ul>
<b>Packer</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs duties of wrapping and packing materials, labeling, and stamping according to instructions.</li> </ul> <p>Ability to lift 75 pounds for extended periods of time.</p> <ul style="list-style-type: none"> <li>• Good manual dexterity.</li> <li>• Ability to follow directions.</li> <li>• Basic reading and math skills.</li> </ul>

<b>Warehouse Specialist I</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs specialized functions which include providing instruction and guidance by acting as lead worker.</li> <li>• Operates a forklift on a regular basis.</li> <li>• Performs warehouse duties predominantly in a freezer area.</li> <li>• Selects and fills orders of controlled substances.</li> </ul> <p>Working knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> <li>• Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.</li> </ul>
<b>Warehouse Specialist II</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs specialized functions which include providing instruction and guidance by acting as lead worker.</li> <li>• Operates a forklift on a regular basis.</li> <li>• Performs warehouse duties predominantly in a freezer area.</li> <li>• Selects and fills orders of controlled substances.</li> </ul> <p>Working knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> <li>• Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.</li> <li>• Certification for operating a forklift.</li> </ul>
<b>Warehouse Specialist III</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs specialized functions which include providing instruction and guidance by acting as lead worker.</li> <li>• Operates a forklift on a regular basis.</li> <li>• Performs warehouse duties predominantly in a freezer area.</li> <li>• Selects and fills orders of controlled substances.</li> </ul> <p>Working knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> <li>• Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.</li> <li>• Certification for operating a forklift.</li> <li>• Valid Driver's License.</li> </ul>
<b>Warehouse Worker</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom.</li> </ul> <p>Basic skills in the use of tools, equipment, and materials appropriate to area.</p> <ul style="list-style-type: none"> <li>• Knowledge of procedures and techniques appropriate to the area.</li> <li>• Entry level position will train.</li> <li>• Must be able to perform physical requirements of job.</li> </ul>
<b>Warehouse Worker I</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom.</li> </ul> <p>Basic skills in the use of tools, equipment, and materials appropriate to area.</p> <ul style="list-style-type: none"> <li>• Knowledge of procedures and techniques appropriate to the area.</li> <li>• Some related experience and/or formal training in the area.</li> <li>• Must be able to perform physical requirements of job.</li> </ul>
<b>Warehouse Worker II</b>	Laborer/ Industrial	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom.</li> </ul> <p>Basic skills in the use of tools, equipment, and materials appropriate to area.</p> <ul style="list-style-type: none"> <li>• Knowledge of procedures and techniques appropriate to the area.</li> <li>• Some related experience and/or formal training in the area.</li> <li>• Must be able to perform physical requirements of job.</li> <li>• Valid Driver's License.</li> </ul>
<b>Boiler Operator I</b>	Trades	<ul style="list-style-type: none"> <li>• Responsible for shift supervision, technical leadership and/or journey-level operations/repair of plant equipment including boilers, turbines, and water and wastewater treatment systems.</li> </ul> <p>Advanced knowledge in the operation of plant equipment.</p> <ul style="list-style-type: none"> <li>• Knowledge of monitoring, recording, sampling and testing related to utility plant operations and safety requirements specific to the area of assignment.</li> <li>• Positions range from first level supervisors to manual labor-intensive technicians.</li> <li>• Involves responsibility for the operation of plant-related mechanical equipment.</li> </ul>
<b>Boiler Operator II</b>	Trades	<ul style="list-style-type: none"> <li>• Responsible for shift supervision, technical leadership and/or journey-level operations/repair of plant equipment including boilers, turbines, and water and wastewater treatment systems.</li> <li>• Positions range from first level supervisors to manual labor-intensive technicians.</li> </ul> <p>Involves responsibility for the operation of plant-related mechanical equipment.</p> <p>Advanced knowledge in the operation of plant equipment.</p> <ul style="list-style-type: none"> <li>• Knowledge of monitoring, recording, sampling and testing related to utility plant operations and safety requirements specific to the area of assignment.</li> <li>• Wastewater Treatment Plant Operator's License.</li> </ul>

<b>Boiler Operator Senior II</b>	Trades	<ul style="list-style-type: none"> <li>• Responsible for shift supervision, technical leadership and/or journey-level operations/repair of plant equipment including boilers, turbines, and water and wastewater treatment systems.</li> <li>• Positions range from first level supervisors to manual labor-intensive technicians.</li> <li>• Involves responsibility for the operation of plant-related mechanical equipment.</li> <li>• advanced knowledge in the operation of plant equipment.</li> <li>• Knowledge of monitoring, recording, sampling and testing related to utility plant operations and safety requirements specific to the area of assignment.</li> <li>• Wastewater Treatment Plant Operator's License.</li> </ul>
<b>Carpenter</b>	Trades	<ul style="list-style-type: none"> <li>• Constructs, modifies, and repairs a variety of structures from initial layout to final assembly.</li> <li>• Independently completes projects and performs finished carpentry work.</li> <li>• May supervise a small crew / staff.</li> <li>• Certification.</li> <li>• Skills in specialty area.</li> <li>• Working knowledge of all phases of carpentry methods, tools, materials, techniques, basic math and units of measure.</li> </ul>
<b>Carpenter Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Provides assistance in specialty area.</li> <li>• Constructs, modifies, and repairs a variety of structures from initial layout to final assembly.</li> <li>• Certification.</li> <li>• Skills in specialty area.</li> <li>• Some knowledge of basic carpentry, basic math, and units of measure.</li> </ul>
<b>Carpenter Senior</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Carpenter.</li> <li>• Constructs, modifies, and repair</li> <li>• Certification.</li> <li>• Skills in specialty area.</li> <li>• Considerable knowledge of all aspects of carpentry methods, tools, and materials; of basic math; and of units of measures a variety of structures from initial layout to final assembly.</li> <li>• Independently completes projects and performs finished carpentry work.</li> <li>• Leads and guides work crews.</li> </ul>
<b>Electrician</b>	Trades	<ul style="list-style-type: none"> <li>• Performs electrical work in the installation and maintenance of electrical systems and equipment.</li> <li>• Performs work involving layout, assembly, installation, repair and testing of electrical equipment and wiring in power systems of buildings and other structures.</li> <li>• Performs standard shop duties and uses a variety of hand tools, measurements and testing instruments.</li> <li>• Formal apprenticeship or equivalent training and experience.</li> <li>• Ability to read blueprints.</li> <li>• Installation planning skills.</li> <li>• May require a license.</li> </ul>
<b>Electrician Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Performs tasks in support of or preparatory to the work of Electricians.</li> <li>• Supports installation and maintenance of electrical systems and equipment.</li> <li>• Some knowledge of the practices, procedures and techniques of electrical maintenance and installation.</li> </ul>
<b>Electrician Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Assigns, schedules, oversees, inspects, and evaluates the work of subordinate staff.</li> <li>• Assumes complete responsibility for the initial planning and layout of projects, and the interpretation and application of specifications.</li> <li>• Formally supervises electrical staff involved in the most complex electrical systems and equipment which include high voltage systems.</li> <li>• Considerable knowledge of the standard practices of the electrical trade; of the installation and maintenance of electrical equipment; and of the national electric code.</li> </ul>
<b>Electrician Supervisor Senior</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Electrician Senior.</li> <li>• Supervises multiple crews of electricians assigned to maintain, repair, and install complex electrical equipment and/or high voltage systems at geographically dispersed locations.</li> <li>• Responsible for equipment with greater variety of power sources ranging to more than 600 volts.</li> <li>• Considerable knowledge of the standard practices of the electrical trade; of the installation and maintenance of electrical equipment; and of the national electric code.</li> <li>• Knowledge of supervisory practices.</li> </ul>

<b>Electronic Equipment Install &amp; Repair Supervisor</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Electronic Equipment Install &amp; Repair Technician.</li> <li>• Focuses on issues of environmental concern in such fields as air quality, noise abatement, energy protection, water quality landscape architecture, or special environmental concerns.</li> <li>• Plans, coordinates and monitors the development of a statewide environmental program or programs to conform with federal and state laws, policies, standards, regulations and guidelines.</li> </ul> <p>Working knowledge of electronic communications systems; of agency procurement policy; and sheet metal design and fabrication</p> <ul style="list-style-type: none"> <li>• Working knowledge in the use of personal computers commensurate with job duties, and of basic electronic</li> </ul>
<b>Electronic Equipment Install &amp; Repair Technician</b>	Trades	<ul style="list-style-type: none"> <li>• Installs and removes mobile and fixed electronic communications equipment.</li> <li>• Designs and fabricates mounting equipment.</li> <li>• Replaces or repairs interfacing equipment related to installation/removal.</li> <li>• Repairs/replaces cables, wiring, or circuit boards.</li> <li>• Mounts equipment to allow proper operations in state, local, and federal agency vehicles.</li> <li>• Designs, fabricates, and fastens equipment mounting brackets.</li> <li>• Modifies front and rear radio consoles.</li> <li>• Uses special support devices to maximize the use of limited space when installing equipment.</li> </ul>
<b>Electronic Technician</b>	Trades	<ul style="list-style-type: none"> <li>• Diagnoses, calibrates, repairs, installs, and modifies electronic and/or electro-mechanical equipment.</li> </ul> <p>Some knowledge of electronics, including digital and analog circuitry.</p> <ul style="list-style-type: none"> <li>• Some knowledge of the National Electrical Code and standard wiring practices, electro-mechanical equipment.</li> <li>• Ability to troubleshoot techniques.</li> </ul>
<b>Electronic Technician Senior</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Electronic Technician.</li> <li>• Positions are located at university research, learning, and audio-visual laboratories, hospitals, computer centers, state police and transportation departments, and scientific and environmental programs.</li> <li>• Performs more complex fabrication, diagnosis, and component level repair on a greater diversity of electronic and electro-mechanical equipment.</li> </ul> <p>Working knowledge of electronics theory, including troubleshooting, calibration, test procedures, circuit analysis and repair of electronic equipment</p>
<b>HVAC Installation &amp; Repair Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Assists tradesmen in specialty.</li> </ul> <p>Certification.</p> <ul style="list-style-type: none"> <li>• Skills in specialty area.</li> </ul>
<b>HVAC Installation &amp; Repair Assistant Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Assists tradesmen in specialty.</li> </ul>
<b>Laboratory Mechanic</b>	Trades	<ul style="list-style-type: none"> <li>• Maintains the machines, apparatus, or other laboratory equipment.</li> <li>• Typically performs "handy man" tasks.</li> <li>• Keeps laboratory stock room.</li> </ul> <p>Ability to work with machines and equipment.</p>
<b>Laboratory Mechanic Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Performs tasks related to the installation, repair, and modernization of heavy laboratory equipment.</li> <li>• Replaces parts, rewires and adjusts small electrical devices.</li> <li>• Services, repairs, and builds machinery and equipment used in a laboratory.</li> </ul> <p>Experience in machine shop work, pipe fitting, soldering, welding, carpentry work, or applied electricity.</p>

<b>Locksmith</b>	Trades	<ul style="list-style-type: none"> <li>• Positions range from journey level technician to lead.</li> <li>• May supervise a small crew/staff.</li> </ul> Certification. <ul style="list-style-type: none"> <li>• Skills in specialty area.</li> </ul>
<b>Maintenance Field Worker</b>	Trades	<ul style="list-style-type: none"> <li>• Can perform in a Flagger / Laborer capacity.</li> <li>• Cuts and removes brush and foliage.</li> <li>• Picks up dead animals along roadways.</li> <li>• Maintains area grounds such as sweeping and raking.</li> <li>• Ability to perform physical demanding manual tasks under various weather conditions.</li> <li>• Ability to stand for extended periods of time.</li> <li>• Ability to follow verbal and written instructions.</li> <li>• Knowledge of safety rules, instructions, and policies.</li> </ul>
<b>Mason Plasterer</b>	Trades	<ul style="list-style-type: none"> <li>• Positions range from journey level technician to lead.</li> <li>• May supervise a small crew/staff.</li> </ul> Certification. <ul style="list-style-type: none"> <li>• Skills and experience in Masonry or related field.</li> </ul>
<b>Mason Plasterer Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Provides assistance in a variety of trades' specialty areas to other highly skilled trades technicians.</li> <li>• Performs journey level trades work as a quarry worker or upholsterer.</li> </ul> Certification. <ul style="list-style-type: none"> <li>• Some experience in Masonry or related field.</li> <li>• Basic knowledge in Masonry or related field.</li> </ul>
<b>Mechanic</b>	Trades	<ul style="list-style-type: none"> <li>• Performs manually labor-intensive work.</li> <li>• Services and repairs mechanical, electronic, and other equipment.</li> <li>• Positions ranges from journey level to first line working supervisors.</li> <li>• Considerable knowledge and technical expertise.</li> <li>• Knowledge of effective diagnostic and repair techniques and procedures related to a wide variety of equipment.</li> </ul>
<b>Painter</b>	Trades	<ul style="list-style-type: none"> <li>• Performs routine painting duties.</li> <li>• May supervise a small crew/staff.</li> <li>• Skills in specialty area.</li> </ul>
<b>Plumber / Steamfitter</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Plumber / Steamfitter Assistant.</li> <li>• Independently performs a variety of skilled repair, installation and maintenance tasks.</li> <li>• Skills and experience in Plumbing or related field.</li> </ul>
<b>Plumber / Steamfitter Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Assists skilled Plumbers / Steamfitters.</li> <li>• Performs a variety of routine, unskilled or semi-skilled tasks in specialty area.</li> </ul> Basic knowledge of Plumbing or related field.

<b>Radio Specialist</b>	Trades	<ul style="list-style-type: none"> <li>• Designs, constructs, install and maintains a statewide radio communication system utilized by the State Police Department and other agencies for law enforcement and public safety purposes.</li> </ul> <p>Working knowledge of radio systems.</p> <ul style="list-style-type: none"> <li>• Experience in radio maintenance or related field.</li> </ul>
<b>Radio Specialist Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Designs, constructs, install and maintains a statewide radio communication system utilized by the State Police Department and other agencies for law enforcement and public safety purposes.</li> <li>• Considerable knowledge of radio systems.</li> <li>• Considerable experience in radio maintenance or related field.</li> <li>• Knowledge of supervisory practices.</li> </ul>
<b>Sheet Metal Worker</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Sheet Metal Worker Assistant.</li> <li>• Performs all aspects of sheet metal and roof repair work.</li> <li>• Determines work methods and completes most assignments independently.</li> <li>• Skills in specialty area.</li> </ul>
<b>Sheet Metal Worker Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Performs tasks incidental or preparatory to the work of skilled sheet metal positions.</li> <li>• Assists with all aspects of sheet metal and roofing work.</li> </ul> <p>Basic knowledge in specialty area.</p>
<b>Sheet Metal Worker Lead</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Sheet Metal Worker.</li> <li>• Schedules jobs and service calls.</li> <li>• Maintains records on material usage.</li> <li>• Inspects work completed by others.</li> <li>• Performs more difficult technical tasks.</li> </ul> <p>Skills in specialty area.</p>
<b>Shipping / Receiving Clerk</b>	Trades	<ul style="list-style-type: none"> <li>• Examines and routes incoming and outgoing shipments.</li> <li>• Prepares items for shipment by assembling containers.</li> <li>• Posts weights and affixes postage.</li> <li>• Sorts, stores, and dispenses supplies or other materials.</li> <li>• Works under direct supervision.</li> </ul> <p>Ability to lift items of various size and weight up to 75 pounds for extended periods of time.</p> <ul style="list-style-type: none"> <li>• Ability to handle physical aspects of shipping and receiving goods and materials.</li> <li>• Ability to keep accurate records.</li> </ul>
<b>Storekeeper I</b>	Trades	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Supervises other store or warehouse workers.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom that may involve food and perishables, medical/hospital, housekeeping, trades, laundry, clothing, or office supplies or surplus property or merchandise for sale to external customers.</li> </ul> <p>Knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> <li>• Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.</li> </ul>
<b>Storekeeper II</b>	Trades	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Supervises other store or warehouse workers.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom that may involve food and perishables, medical/hospital, housekeeping, trades, laundry, clothing, or office supplies or surplus property or merchandise for sale to external customers.</li> </ul> <p>Knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> <li>• Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.</li> </ul>

<b>Storekeeper III</b>	Trades	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Supervises other store or warehouse workers.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom that may involve food and perishables, medical/hospital, housekeeping, trades, laundry, clothing, or office supplies or surplus property or merchandise for sale to external customers.</li> <li>• Knowledge of storage / handling techniques and safety regulations.</li> <li>• Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.</li> </ul>
<b>Storekeeper Assistant I</b>	Trades	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom.</li> <li>• Basic skills in the use of tools, equipment, and materials appropriate to area.</li> <li>• Knowledge of procedures and techniques appropriate to the area.</li> <li>• Some related experience and/or formal training in the area.</li> <li>• Must be able to perform physical requirements of job.</li> </ul>
<b>Storekeeper Assistant II</b>	Trades	<ul style="list-style-type: none"> <li>• Performs the full range of warehouse functions.</li> <li>• Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom.</li> <li>• Basic skills in the use of tools, equipment, and materials appropriate to area.</li> <li>• Knowledge of procedures and techniques appropriate to the area.</li> <li>• Some related experience and/or formal training in the area.</li> <li>• Must be able to perform physical requirements of job.</li> <li>• Valid Driver's License.</li> </ul>
<b>Storekeeper Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Duties range from replenishing inventory, quality checks, maintaining records, to supervision of others.</li> <li>• Adapts procedures, techniques, tools, materials and/or equipment to meet special needs.</li> <li>• Sustains vendor relations, coordination and evaluation.</li> <li>• Considerable experience in general storeroom or warehouse inventory control functions.</li> <li>• Skill in use, care, and safety of store or warehouse equipment, including forklifts.</li> <li>• Special license may be required for certain positions within this role.</li> </ul>
<b>Tool Room Assistant</b>	Trades	<ul style="list-style-type: none"> <li>• Receives, stores and issues hand and power tools, safety equipment and supplies.</li> <li>• Stocks, supplies, inventories, and bookkeeps.</li> <li>• Performs minor repairs to tools.</li> <li>• Works under supervision of the Tool Room Supervisor.</li> <li>• General experience and knowledge of the tool room operation.</li> <li>• Good math skills and legible handwriting.</li> <li>• Knowledge of a wide variety of hand and power tools.</li> <li>• Customer service skills.</li> </ul>
<b>Tool Room Assistant Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Receives, stores and issues hand and power tools, safety equipment and supplies.</li> <li>• Stocks, supplies, inventories, and bookkeeps.</li> <li>• Performs minor repairs to tools.</li> <li>• Works under supervision of the Tool Room Supervisor.</li> <li>• Considerable experience and knowledge of the tool room operation.</li> <li>• Good math skills and legible handwriting.</li> <li>• Knowledge of a wide variety of hand and power tools.</li> <li>• Customer service skills.</li> </ul>
<b>Trades Utilities Worker Senior</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Trades Utility Worker.</li> <li>• May supervise a small crew/staff.</li> <li>• Considerable knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</li> <li>• Considerable skill in the use of equipment and tools.</li> <li>• Valid Driver's License may be required</li> </ul>
<b>Trades Utility Worker</b>	Trades	<ul style="list-style-type: none"> <li>• Performs a variety of routine, unskilled or semi-skilled tasks incidental to and/or preparatory to grounds keeping, trades and/or maintenance tasks.</li> <li>• Assists higher level trades technicians or higher level craft personnel who are performing a combination of trades assignments.</li> <li>• Basic knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</li> <li>• Working skill in the use of equipment and tools.</li> <li>• Valid Driver's License may be required</li> </ul>



<b>Tradesman Helper</b>	Trades	<ul style="list-style-type: none"> <li>• Assists tradesmen (journeymen) such as masons, plasterers, electricians, painters or cement finishers.</li> <li>• Specialty experience.</li> <li>• Ability to work with hand tools.</li> </ul>
<b>Tradesman Helper Senior</b>	Trades	<ul style="list-style-type: none"> <li>• Assists tradesmen (journeymen) such as masons, plasterers, electricians, painters or cement finishers. Considerable specialty experience.</li> <li>• Ability to work with hand tools.</li> </ul>
<b>Welder</b>	Trades	<ul style="list-style-type: none"> <li>• Performs general maintenance and repair welding on equipment and machinery.</li> <li>• Performs basic fabrication of equipment and components from blue prints and sketches. Working knowledge of welding techniques, materials, and equipment.</li> <li>• Working knowledge of metallurgical properties and structural principles.</li> <li>• Skill in the use of welding tools and equipment required for general repair and maintenance tasks.</li> </ul>
<b>Welder Senior</b>	Trades	<ul style="list-style-type: none"> <li>• All responsibilities of Welder.</li> <li>• Responsible for conceptual design and fabrication.</li> <li>• Performs critical welding tasks using advanced welding techniques. Considerable knowledge of advanced welding techniques, materials, and equipment, and metallurgical properties and structural principles.</li> <li>• Working skill in the operation of a variety of welding tools and equipment which may include mig, tig, electronic/carbon arc, oxyacetylene torch, plasma torch, wire, stick, and other welding equipment.</li> </ul>
<b>Work Zone Safety Officer</b>	Trades	<ul style="list-style-type: none"> <li>• Provides technical guidance and direction to construction and maintenance staff on traffic control patterns and devices on project work sites.</li> <li>• Drafts and designs, reviews and approves work zone safety plans.</li> <li>• Prepares reports to document project inspection findings.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> <li>• Considerable knowledge of agency safety principles and practices, and traffic control patterns.</li> <li>• Demonstrated ability to plan, develop, evaluate, implement and inspect traffic control patterns for</li> </ul>

Position Title	Classification	Position Description, Skills & Knowledge
<b>Agricultural Technician</b>	Technical	<ul style="list-style-type: none"> <li>Performs a variety of duties in support of seasonal or program requirements.</li> <li>Conducts studies in support of research, extension programs and teaching.</li> <li>Follows established guidelines, procedures and directions.</li> <li>Provides proper care of livestock and plants supports effective farm operations, and studies.</li> </ul> <p>Basic knowledge of agricultural techniques and procedures to the care of livestock and plants, and the use of farm tools/equipment.</p>
<b>Agricultural Technician Lead</b>	Technical	<ul style="list-style-type: none"> <li>Performs a variety of duties in support of seasonal or program requirements.</li> <li>Conducts studies in support of research, extension programs and teaching.</li> <li>Follows established guidelines, procedures and directions.</li> <li>Provides proper care of livestock and plants supports effective farm operations, and studies.</li> </ul> <p>Working knowledge of agricultural techniques and procedures to the care of livestock and plants, and the use of farm tools/equipment.</p> <p>Ability to operate farm equipment and tools, and to understand and follow parts and service manuals.</p>
<b>Analytical Chemist</b>	Technical	<ul style="list-style-type: none"> <li>Performs a wide variety of chemical analyses in a regulatory, medical or research environment.</li> <li>Performs quantitative and qualitative analyses on complex chemical compounds using a combination of instrumental, physical and/or wet chemistry techniques (chromatography, spectroscopy, spectrophotometry, and column and liquid absorption/extraction techniques).</li> <li>Selects appropriate analytical method.</li> <li>Prepares samples.</li> <li>Conducts routine and non-routine analyses.</li> <li>Independently analyzing non-routine samples.</li> <li>Establishes extensive contracts.</li> <li>Involvement in method development and adaptation.</li> <li>Responsible for troubleshooting complex instrumentation.</li> </ul> <p>Knowledge of the theory and application of specialized analytical chemistry methods and instrumentation used to analyze a variety of samples.</p> <ul style="list-style-type: none"> <li>Knowledge of fundamental administrative practices related to laboratory operations.</li> <li>Ability to conduct independently sophisticated quantitative and qualitative analyses.</li> <li>Ability to operate and troubleshoot complex laboratory instrumentation, record, interpret, and present laboratory findings, and establish and maintain working relationships with regulatory and environmental agencies, research scientists, medical personnel, industry representatives, and the general public.</li> </ul>
<b>Analytical Chemist Assistant</b>	Technical	<ul style="list-style-type: none"> <li>Performs routine chemical analyses.</li> <li>Performs a variety of chemical analyses in a regulatory, medical or research environment.</li> <li>Assists in identifying the presence of a variety of chemical substances and/or compounds (pesticides and herbicides, pollutants, nutrients, and drugs).</li> <li>Quantifies concentrations of substances and elements.</li> <li>Prepares samples.</li> <li>Independently conducts routine analyses using instrumental, physical, or wet chemistry techniques.</li> </ul> <p>Knowledge of scientific/technical principles, practices, and regulatory requirements of functional areas.</p>
<b>Analytical Chemist Senior</b>	Technical	<ul style="list-style-type: none"> <li>All responsibilities of Analytical Chemist.</li> <li>Serves in a lead capacity or as technical specialists in a regulatory, medical, or research environment.</li> <li>Lead chemist.</li> </ul> <p>Considerable knowledge of the theory and application of specialized analytical chemistry methods and instrumentation used to analyze a variety of samples.</p> <ul style="list-style-type: none"> <li>Knowledge of fundamental administrative practices related to laboratory operations.</li> <li>Demonstrated ability to conduct independently sophisticated quantitative and qualitative analyses.</li> <li>Demonstrated ability to operate and troubleshoot complex laboratory instrumentation, record, interpret, and present laboratory findings, and establish and maintain working relationships with regulatory and environmental agencies, research scientists, medical personnel, industry representatives, and the general public.</li> <li>Ability to guide and lead the work of others.</li> </ul>
<b>Bridge Design Drafter</b>	Technical	<ul style="list-style-type: none"> <li>Drafts plans and calculates dimensions, elevations and quantities for bridges and structures.</li> <li>Drafts and details drawings for structural plans using design notes, sketches and rough drafts.</li> <li>Computes concrete and steel quantities from finished plans and prepares final costs estimates.</li> <li>Supervises technicians and clerical personnel or provides specialized technical support.</li> </ul> <p>Working knowledge of drafting methods and procedures.</p> <ul style="list-style-type: none"> <li>Ability to perform mathematical calculations, including algebra, geometry and trigonometry.</li> <li>Some knowledge of basic engineering practices and principles.</li> <li>Demonstrated ability to perform drafting and detailing.</li> </ul>
<b>Bridge Design Drafter Senior</b>	Technical	<ul style="list-style-type: none"> <li>Performs extensive designing and detailing of structural components.</li> <li>Prepares preliminary plans for structures.</li> <li>Determines lengths, widths, clearance requirements, approximate size of components.</li> <li>Prepares preliminary cost estimates for various layouts.</li> <li>Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> </ul> <p>All skills/knowledge of Bridge Design Drafter.</p> <ul style="list-style-type: none"> <li>Knowledge of structure and bridge design and detailing.</li> <li>Demonstrated ability to prepare a complete set of structure and bridge plans.</li> <li>Ability to design structural components.</li> <li>Ability to accurately calculate properties and stresses.</li> </ul>
<b>Cartographic Drafter</b>	Technical	<ul style="list-style-type: none"> <li>All responsibilities of Cartographic Drafter Assistant.</li> <li>Responsible for complex work assignments.</li> <li>Creates new maps, performs research, acts as a lead worker.</li> <li>Performs work of moderate difficulty requiring the use of drafting skills to draw, trace, revise and modify maps.</li> <li>Corrects or draws new maps from data obtained from plans, deeds and other sources.</li> <li>Researches data and analyzes survey data, source maps, photographs, and other records to determine location and names of features for the revision of maps.</li> <li>May instruct and provide leadership to Cartographic Drafter Assistants in procedures and techniques used in cartography.</li> <li>Studies legal records to establish boundaries of properties.</li> </ul>

<b>Cartographic Drafter Assistant</b>	Technical	<ul style="list-style-type: none"> <li>• Creates, drafts, traces and revises maps.</li> <li>• Draws and traces maps of geographical areas to show natural property boundaries and constructed features of land.</li> <li>• Revises, traces, and updates already existing maps.</li> <li>• Performs work of routine difficulty.</li> <li>• Draws, traces, revises and modifies maps.</li> <li>• Draws and/or traces maps from data obtained from plans, deeds and other sources.</li> <li>• Researches data for map revision.</li> <li>• Traces information from synthesized map bases onto reproducible media by the use of technical drafting pens, triangles, straight edges, touch curves and special templates.</li> <li>• Makes final revision on original maps to comply with research findings.</li> </ul>
<b>Cartographic Supervisor</b>	Technical	<ul style="list-style-type: none"> <li>• Supervises Cartographic Drafter Assistants and Cartographic Drafters.</li> <li>• Focuses on the management of agency-wide cartographic functions.</li> <li>• Oversees the cartographic program.</li> <li>• Develops graphic materials such as display maps with overlays, overhead projection films, logos, and blueprints.</li> <li>• Schedules work.</li> <li>• Sets priorities for work unit.</li> <li>• Coordinates requests from other divisions of the agency and other state agencies for mapping services.</li> <li>• Instructs in cartographic procedures and techniques.</li> <li>• Orders supplies for the work unit.</li> <li>• Provides technical advice and guidance to cartographic staff.</li> </ul>
<b>Computer Operator Assistant</b>	Technical	<p>Under direction, monitors, controls, and operates a computer console according to instructions; does other related duties as required.</p> <p>NOTE: The definition and examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.</p> <p>EXAMPLES OF WORK:</p> <p>Operates a console using operating system command set or programmers' command to enter run time parameters and other job control instructions and information.</p> <p>Sets control switches on computer and peripheral equipment such as external memory, data communicating, synchronizing, and input and output recording or display devices to integrate and operate equipment according to program, routines, subroutines, and data requirements specified in written operating instructions.</p> <p>Loads input and output units with materials such as tapes, punch cards, or printout forms for operating runs or oversees operators of peripheral equipment who perform these functions.</p> <p>Moves switches to clear system and start operation of equipment.</p> <p>Observes machines and control panel on computer console for error lights, verification printouts, error messages, machine stoppage, or faulty output.</p> <p>Type alternate commands into computer console according to predetermined instructions to correct error or failure and resume</p>
<b>Engineering Design Drafting Specialist</b>	Technical	<ul style="list-style-type: none"> <li>• Provides technical assistance to and reviews plans prepared by engineering drafting technicians, engineering design drafting technicians and consultants.</li> <li>• Oversees consultant contractual performance.</li> <li>• Coordinates project activities with a central office division and/or district.</li> <li>• Independently develops complete project designs utilizing automated engineering workstations.</li> <li>• Makes independent design decisions.</li> <li>• Coordinates project assignments with applicable district sections and residencies.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> </ul> <p>All skills/knowledge of Engineering Design Drafting Technician.</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to monitor projects and plans.</li> </ul>
<b>Engineering Design Drafting Supervisor</b>	Technical	<ul style="list-style-type: none"> <li>• Plans, coordinates and reviews work of technicians engaged in drafting and design work for roadways.</li> <li>• Completes standard and unusual work such as grade crossings, approaches to over and underpasses, intersections and interchanges.</li> <li>• Modifies designs within existing standards.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> </ul> <p>All skills/knowledge of Engineering Design Drafting Technician.</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to train and supervise the work of others.</li> <li>• Ability to perform complex drafting and design assignments.</li> <li>• Ability to accurately calculate complex estimates and costs of projects.</li> <li>• Ability to meet deadlines.</li> </ul>
<b>Engineering Design Drafting Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Drafts difficult layouts and drawings of roadway, drainage, structural, building, electrical and/or mechanical projects/devices using automated or manual drafting equipment.</li> <li>• Computes grade elevations and makes contour maps of proposed construction sites.</li> <li>• Compiles quantities of materials and estimates of project(s) costs.</li> <li>• Working knowledge of drafting techniques and procedures.</li> <li>• Ability to perform advanced mathematical computations, including knowledge in algebra, geometry, and trigonometry.</li> <li>• Ability to use drafting instruments.</li> <li>• Ability to interpret and apply design standards, specifications, and written and oral instructions to the design and drafting process.</li> </ul>

<b>Engineering Drafting Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Prepares rough sketches using electronic or manual drafting equipment.</li> <li>• Plots basic topographic drawings, cross-sections and profiles from survey notes or contour maps;</li> <li>• Drafts working technical drawings.</li> <li>• Some knowledge of drafting methods and procedures.</li> <li>• Knowledge of mathematics including algebra, geometry and trigonometry.</li> <li>• Working skill in the use of drafting instruments.</li> <li>• Ability to apply drafting standards to projects.</li> <li>• Ability to read and interpret survey data.</li> </ul>
<b>Engineering Drafting Technician Senior</b>	Technical	<ul style="list-style-type: none"> <li>• All responsibilities of Engineering Drafting Technician.</li> <li>• All skills / knowledge of Engineering Drafting Technician.</li> <li>• Considerable knowledge of drafting methods and procedures.</li> <li>• Considerable knowledge of mathematics including algebra, geometry and trigonometry.</li> <li>• Experience in drafting or related field</li> </ul>
<b>Environmental Engineer</b>	Technical	<ul style="list-style-type: none"> <li>• Implements federal and state programs to identify, solve or eliminate environmental quality, environmental health or sanitary engineering problems.</li> <li>• Applies basic engineering practices and principles to protect, improve, or correct environmental conditions in a variety of areas.</li> <li>• Responsible for the location and maintenance of monitoring equipment.</li> <li>• Analyzes collected data.</li> <li>• Processes permit applications to include recommendation of approval/disapproval based upon collection and analysis of relevant data.</li> </ul> <p>BS Environmental Science or related discipline</p>
<b>Environmental Engineer Senior</b>	Technical	<ul style="list-style-type: none"> <li>• All responsibilities of Environmental Engineer.</li> <li>• Supervises and leads projects.</li> <li>• Responsible for more difficult projects than the Environmental Engineer.</li> <li>• Considerable knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</li> </ul> <p>BS Environmental Science or related discipline</p>
<b>Environmental Program Analyst</b>	Technical	<ul style="list-style-type: none"> <li>• Focuses on issues of environmental concern.</li> <li>• Designs, conducts and oversees technical and scientific environmental evaluations.</li> <li>• Researches technical and scientific data.</li> <li>• Evaluates environmental impacts.</li> <li>• Assures environmental protection.</li> <li>• Prepares and assesses permits and provides technical guidance in a particular discipline.</li> <li>• Responsible for complex analysis and complete projects.</li> </ul> <p>Knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</p> <p>BS Environmental Science or related discipline</p>
<b>Environmental Program Planner</b>	Technical	<ul style="list-style-type: none"> <li>• Focuses on issues of environmental concern.</li> <li>• Responsible for complex analysis and complete projects.</li> <li>• Plans, coordinates, and monitors the development of a statewide environmental program and programs to conform with federal and state laws, policies, standards, regulations and guidelines.</li> <li>• Works on an environmental program area.</li> <li>• Working knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</li> </ul> <p>BS Environmental Science or related discipline</p> <p>• Working knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</p> <p>BS Environmental Science or related discipline</p>
<b>Environmental Program Specialist</b>	Technical	<ul style="list-style-type: none"> <li>• Entry-level position focusing on issues of environmental concern.</li> <li>• Reviews policy, regulations, and program compliance requirements.</li> <li>• Performs data collection and analysis.</li> <li>• Maintains project information and files.</li> <li>• Reviews permit applications prepared by the districts.</li> <li>• Conducts traffic noise impact studies.</li> <li>• Prepares project status and other technical reports.</li> </ul> <p>Considerable knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</p> <p>BS Environmental Science or related discipline</p>
<b>Environmental Specialist - Field</b>	Technical	<ul style="list-style-type: none"> <li>• Entry-level position responsible for environmental specialist work.</li> <li>• Addresses issues that pertain to the maintenance, evaluation, and protection of the environment.</li> <li>• Evaluates effluents by sampling and analyzing water and waste water.</li> <li>• Plans and implements water monitoring programs.</li> <li>• Investigates pollution complaints.</li> <li>• Conducts special biological studies and data analysis.</li> <li>• Reviews and processes discharge permits.</li> <li>• Researches and analyzes highway construction and maintenance projects' impact on the environment.</li> </ul> <p>Knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</p> <p>BS Environmental Science or related discipline</p>
<b>Environmental Specialist Senior - Field</b>	Technical	<ul style="list-style-type: none"> <li>• All responsibilities of Environmental Specialist - Field.</li> <li>• Performs project management or program coordination.</li> <li>• Responds to and investigates emergencies.</li> <li>• Monitors construction and maintains projects for compliance with environmental regulations.</li> <li>• Plans, organizes, and oversees the research and preparation of detailed district environmental documents.</li> </ul> <p>Considerable knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc.</p> <p>BS Environmental Science or related discipline</p>
<b>Environmental Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in the air and water.</li> <li>• Samples and monitors water, calibrates and maintains scientific monitoring equipment.</li> <li>• Performs data collection and routine analysis and processing of permits.</li> <li>• Working knowledge of sampling methods and procedures; of data collection and analysis methods according to accepted scientific principles; of applicable principles of biology, math, and/or chemistry.</li> <li>• Working knowledge of instruments related to job duties; pollution investigation methods; and water safety.</li> </ul> <p>Working knowledge of calibration and maintenance of air and water equipment, as related to the duties of the class</p>

<p><b>Environmental Technician Senior</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in the air and water.</li> <li>• Samples and monitors water, calibrates and maintains scientific monitoring equipment.</li> <li>• Performs data collection and routine analysis and processing of permits.</li> </ul> <p>Extensive knowledge of sampling methods and procedures; of data collection and analysis methods according to accepted scientific principles; of applicable principles of biology, math, and/or chemistry.</p> <ul style="list-style-type: none"> <li>• Extensive knowledge of instruments related to job duties; pollution investigation methods; and water safety.</li> <li>• Extensive knowledge of calibration and maintenance of air and water equipment, as related to the duties of the class.</li> </ul>
<p><b>Help Desk Support</b></p>	<p>Technical</p>	<p>Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone.</p> <p>Write training manuals.</p> <p>Train computer users.</p> <p>Maintain daily performance of computer systems.</p> <p>Respond to email messages for customers seeking help.</p> <p>Ask questions to determine nature of problem.</p> <p>Walk customer through problem-solving process.</p> <p>Install, modify, and repair computer hardware and software.</p> <p>Clean up computers.</p> <p>Run diagnostic programs to resolve problems.</p> <p>Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.</p> <p>Install computer peripherals for users.</p> <p>Follow up with customers to ensure issue has been resolved.</p> <p>Gain feedback from customers about computer usage.</p> <p>Run reports to determine malfunctions that continue to occur.</p> <p>Companies with Similar Jobs</p> <p>CGI AppleOne Modis GROVE RESOURCE SOLUTIONS, INC. GRSi COMSO, Inc.</p> <p>Education Programs</p> <p><del>Find Education Programs for Help Desk Specialist</del></p>
<p><b>Home Repair Coordinator</b></p>	<p>Technical</p>	<p>Under direction, assumes full or partial responsibility for maintaining the normal functioning and management of the home, for child and/or adult care, other than nursing care; does other related work.</p> <p>NOTE: The examples of work for this title are for illustrative purposes only. A particular title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.</p> <p>EXAMPLES OF WORK:</p> <p>Teaches and helps in personal adjustment with the goal of making the person and family as self-sufficient as possible.</p> <p>Supervises and assists in carrying out recommendations of physician, nurse, social worker, physical therapist or nutritionist.</p> <p>Teaches the unskilled mother the basic skills and responsibilities in all areas of home and money management including childrearing.</p> <p>Helps with the care and social development (other than nursing care) of aged, ill, or disabled persons, encouraging self-care; teaches other members of the family to carry out household tasks within their capabilities.</p> <p>Assumes responsibility for physical, mental, and emotional wellbeing of assigned clients.</p> <p>Provides for the physical and emotional care and social development of children.</p> <p>Dresses, combs hair, and provides whatever other assistance is required by the children or adults to ensure adequate standards of</p>
<p><b>Equipment Repair Supervisor</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• All responsibilities of Equipment Repair Technician Senior.</li> <li>• Supervises positions in the maintenance and repair of vehicles and motorized equipment.</li> <li>• Performs the full range of supervisory tasks.</li> <li>• All skills / knowledge of Equipment Repair Technician Senior.</li> <li>• Considerable experience in Equipment Repair or related field.</li> <li>• Working knowledge of supervisory practices.</li> </ul>

<b>Equipment Repair Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Performs general mechanical maintenance and repair activities on a variety of equipment.</li> <li>• Services and repairs mechanical, electronic, and other equipment.</li> <li>• Works on exhaust systems, suspension systems, and related engine and mechanical systems and components.</li> </ul> <p>Working knowledge and technical expertise.</p> <p><del>• Knowledge of effective diagnostic and repair techniques and procedures related to a wide variety of equipment.</del></p>
<b>Equipment Repair Technician Senior</b>	Technical	<ul style="list-style-type: none"> <li>• All responsibilities of Equipment Repair Technician.</li> <li>• Performs most complex and advanced level repairs on both gasoline and diesel powered equipment.</li> <li>• Serves as specialists in areas of mechanical expertise.</li> <li>• May have sole responsibility for mechanical repairs in remote shops or serve as charge technician in small shops. All skills / knowledge of Equipment Repair Technician.</li> </ul> <p><del>• Experience in Equipment Repair or related field</del></p>
<b>Laboratory Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Performs a variety of laboratory and/or research tasks in support of research/teaching, clinical services, geological services, field research or a regulatory laboratory.</li> <li>• Performs cleaning and decontamination.</li> <li>• Performs media preparation.</li> <li>• Performs standard/routine laboratory testing.</li> <li>• Sections and prepares rock and mineral samples for various mineralogical and laboratory analyses.</li> <li>• Prepares samples.</li> <li>• Records data, and operates and maintains tools and equipment.</li> </ul> <p><del>• Provides support to research, teaching, clinical, geological, and field research activities.</del></p>
<b>Laboratory Technician Senior</b>	Technical	<ul style="list-style-type: none"> <li>• All responsibilities of Laboratory Technician.</li> <li>• Frequent contacts with co-workers, supervisors, students, faculty, and research staff to discuss study techniques or results or handling and care of animals.</li> <li>• Leads other staff, activities, or provides guidance and leadership to students and interns.</li> </ul> <p><del>• Considerable experience in a laboratory setting and with laboratory equipment</del></p>
<b>Residential Plan Reviewer</b>	Technical	<p>Duties – Knowledge of civil engineering principles, practices and procedures as related to site and subdivision design. Ability to plan, coordinate and prioritize multiple assignments within scheduled time frames. Ability to read and interpret engineering drawings from multiple sources. Ability to negotiate in conflict situations. Ability to learn and use the details and procedures that apply to geometric design, hydrology and hydraulics, traffic and safety, and transportation planning.</p> <p>Minimum Qualification – Engineering-in-training certificate or professional engineer's license is desirable, but not mandatory. Bachelor of Science Degree in civil engineering or related field of study, or equivalent combination of training and experience. Knowledge, skills and abilities should be specific to highway, drainage and land development design.</p>
<b>Right of Way Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Drafts, prepares, and finalizes legal descriptions, i.e., offers to landowners, plats, and updates to titles.</li> <li>• Determines the accuracy and completeness of legal documents, plats, computation of area, and interest payments and recording fees.</li> <li>• Reviews file information within central office, districts, and residencies to ensure compliance with state and deferral laws, i.e., involuntary and involuntary conveyances, project finalization and closing for federal aid reimbursement.</li> <li>• Independently coordinates and controls workflow, processes and methods used to ensure that project deadlines are met.</li> <li>• Performs routine audits such as on voluntary conveyance files and fiscal transactions.</li> </ul> <p>Working knowledge of right of way laws, policies and practices related to real estate and land transactions.</p> <ul style="list-style-type: none"> <li>• Knowledge of right of way procedures and required documentation.</li> <li>• Knowledge of real estate terminology and the various types of legal instruments used.</li> <li>• Some skill in the use of CADD workstations.</li> <li>• Considerable skill in the operation of personal computers, standard office software, and database systems.</li> <li>• Ability to read, interpret and update highway plans with right of way data.</li> <li>• Ability to perform mathematical calculations.</li> <li>• Ability to identify and organize data in order to arrive at logical conclusions.</li> </ul>
<b>Right of Way Technician Supervisor</b>	Technical	<ul style="list-style-type: none"> <li>• Provides the highest level technical support to right of way professionals by providing technical program counsel, opening and closing projects, and completing sensitive assignments or those with compressed paths/lead-times.</li> <li>• Prepares specialized reports such as audit and conveyance reports.</li> <li>• Completes routine and specialized audits on right of way project files to ensure compliance with state and federal laws, policies and procedures.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> </ul> <p>All skills/knowledge requirements of Right of Way Technician.</p> <ul style="list-style-type: none"> <li>• Working knowledge of supervisory principles and practices.</li> <li>• Ability to provide technical advice and guidance to others.</li> </ul>
<b>Scientist I</b>	Technical	<ul style="list-style-type: none"> <li>• Responsible for performing standard and real-time nucleic acid amplification and molecular sub typing methodologies for the detection and characterization of pathogenic microbes from a variety of specimen types including human, animal and environmental</li> <li>• Nucleic acid isolation, standard, nested and real-time polymerase chain reaction (PCR) testing</li> <li>• Gel electrophoresis, DNA hybridization techniques</li> <li>• Development and validation of new methods</li> <li>• Performing QA/QC procedures</li> <li>• Maintaining accurate records</li> <li>• Training of scientific staff</li> <li>• Use of maintenance equipment</li> <li>• Microbiology or related field combined with relevant laboratory experience</li> <li>• Previous experience in microbiology and molecular</li> <li>• Previous experience in microbiology and molecular biology identification and sub typing techniques and related laboratory equipment</li> <li>• Previous experience with nucleic acid extraction methods from a variety of matrices, standard and real-time PCR, DNA hybridization methods, QA/QC, and lab safety required</li> <li>• Effective communication and computer skills are essential</li> </ul>

<p><b>Scientist II</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Performs highly technical work in the laboratory, Microbiology or related field combined with relevant laboratory experience</li> <li>• Previous experience in microbiology and molecular</li> <li>• Previous experience in microbiology and molecular biology identification and sub typing techniques and related laboratory equipment</li> <li>• Previous experience with nucleic acid extraction methods from a variety of matrices, standard and real-time PCR, DNA hybridization methods, QA/QC, and lab safety required</li> <li>• Works independently under established protocols</li> <li>• Ability to communicate effectively with management on complex issues</li> <li>• Ability to provide effective leadership to team/staff</li> <li>• Ability to provide technical guidance and technical training to laboratory staff</li> <li>• Ability to write effectively to prepare documentation of method validation, system validation, user manuals and other laboratory documents of a scientific and/or technical nature</li> </ul> <p>in the field and/or in research</p> <ul style="list-style-type: none"> <li>• Responsibilities range from performing complex scientific tests to method development and validation</li> <li>• Provides a wide variety of training to laboratory staff applying knowledge and experience in laboratory leadership and training, knowledge of documentation and record-keeping</li> <li>• Develop technical laboratory documentation</li> <li>• Draft standard operating procedures and/or validate scientific systems, following prescribed protocols or methods for standardized tests, established laboratory guidelines when drafting technical documentation and/or operating procedures</li> <li>• Analysis of complex, non-routine and or highly technical laboratory samples</li> <li>• Operating and maintaining highly sophisticated laboratory instrumentation</li> <li>• Development technical documentation users</li> </ul>
<p><b>Title Examiner</b></p>	<p>Technical</p>	<p>Duties – courthouse research; tax research; property management; title examination; analyze research; compose reports; file tax corrections; research old highway project plans; microfiche research; residue property sales.</p> <p>Minimum Qualifications – Knowledge of real estate Law; ability to read and interpret highway plans; experience conducting title searches; computer skills; ability to compose reports; good communication skills.</p>
<p><b>Traffic Controller</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Operates a computerized traffic control system to monitor and regulate traffic flow along a specific transportation route or facility.</li> <li>• Contacts appropriate emergency services in the event of an incident or accident.</li> <li>• Working knowledge of computer-based traffic control systems and equipment.</li> <li>• Working knowledge of agency policies and procedures.</li> </ul>
<p><b>Traffic Controller Senior</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Operates a computerized traffic control system to monitor and regulate traffic flow along a specific transportation route or facility.</li> <li>• Contacts appropriate emergency services in the event of an incident or accident.</li> <li>• Considerable knowledge of computer-based traffic control systems and equipment.</li> <li>• Considerable knowledge of agency policies and procedures.</li> </ul>
<p><b>Transportation Data Analyst</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Performs a combination of data collection and data analyses duties to facilitate the development/alteration of traffic control devices, planning efforts and roadway design projects.</li> <li>• Uses visual observations to determine viability of data.</li> <li>• Identifies traffic problems or safety hazards and recommends corrective actions to improve safety, traffic/travel conditions and prepares written report of findings.</li> </ul> <p>Working knowledge of data collection techniques.</p> <ul style="list-style-type: none"> <li>• Ability to perform basic mathematical calculations.</li> <li>• Knowledge of traffic engineering principles.</li> <li>• Ability to use data collection software.</li> <li>• Ability to perform minor repair and preventative maintenance on data collection devices.</li> </ul>
<p><b>Transportation Data Analyst Senior</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Conducts engineering studies for traffic engineering and/or other planning and operation area.</li> <li>• Determines quantities and cost estimates of traffic control devices/correction measures.</li> <li>• Prepares diagrams, sketches and scale drawings of study sites, both current and proposed.</li> <li>• Considerable knowledge of transportation data collection and analysis techniques and procedures.</li> <li>• Knowledge of mathematics and traffic engineering principles.</li> <li>• Demonstrated ability to analyze, identify problems, and develop plans/recommendations for corrective traffic control measures.</li> <li>• Ability to interpret and apply traffic engineering standards.</li> <li>• Ability to design and draft traffic control plans.</li> <li>• Ability to work independently.</li> </ul>
<p><b>Transportation Data Analyst Supervisor</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• All responsibilities of Transportation Data Analyst Senior.</li> <li>• Supervises staff in the collection and analysis of transportation data.</li> <li>• Independently conduct complex studies for traffic engineering and/or other planning and operational activities.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> </ul> <p>All skills/knowledge of Transportation Data Analyst Senior.</p> <ul style="list-style-type: none"> <li>• Considerable knowledge of supervisory principles and practices.</li> <li>• Demonstrated ability to supervise and develop unit objectives.</li> </ul>
<p><b>Transportation Data Technician</b></p>	<p>Technical</p>	<ul style="list-style-type: none"> <li>• Inspects prospective data collection sites and determines viability of site.</li> <li>• Plans and schedules work to meet project complete date.</li> <li>• Plots collection sites on maps and sketches sites.</li> <li>• Determines validity of data collected by visual observation.</li> </ul> <p>Working knowledge of data collection techniques and procedures.</p> <ul style="list-style-type: none"> <li>• Basic mathematics skills.</li> <li>• Ability to use basic electronics to perform minor repair and maintenance on data count devices.</li> <li>• Demonstrated ability to collect, edit and manipulate data using data collection devices and computers.</li> <li>• Ability to perform basic mathematical calculations.</li> <li>• Ability to work independently.</li> </ul>

<b>Transportation District Utilities Specialist</b>	Technical	<ul style="list-style-type: none"> <li>• Computes approximate costs of projected relocations.</li> <li>• Estimates cost allocation between the agency and utility companies.</li> <li>• Reviews and recommends acceptance of utility company plans and estimates.</li> <li>• Supervises technicians and clerical personnel or provides specialized technical support.</li> <li>• Working knowledge of federal, state and agency regulations related to utility adjustments.</li> <li>• Knowledge of utility construction methods and techniques.</li> <li>• Demonstrated ability to read and interpret utilities plans and specifications.</li> <li>• Ability to prepare cost estimates.</li> </ul>
<b>Transportation Engineering Technician - Survey</b>	Technical	<ul style="list-style-type: none"> <li>• Calculates horizontal and vertical alignments.</li> <li>• Establishes and references horizontal and vertical control points.</li> <li>• Uses electronic equipment to record data.</li> </ul> <p>Working knowledge of highway surveying practices and procedures.</p> <ul style="list-style-type: none"> <li>• Knowledge of mathematics including algebra, geometry and trigonometry.</li> <li>• Ability to operate surveying instruments and programmable calculators.</li> <li>• Demonstrated ability to read and understand construction plans, drawings, aerial photographs, contour maps and survey data.</li> <li>• Ability to conduct accurate and timely surveys.</li> <li>• Ability to research courthouse records.</li> </ul>
<b>Transportation Engineering Technician - Survey Senior</b>	Technical	<ul style="list-style-type: none"> <li>• Establishes traverse lines for photogrammetric surveys.</li> <li>• Calculates alignments and grades by using advanced mathematics.</li> <li>• Prepares scale drawings, contour maps and closed property plats.</li> </ul> <p>Considerable knowledge of highway surveying practices and procedures.</p> <ul style="list-style-type: none"> <li>• Ability to use surveying equipment and instruments to include electronic data collection systems, global positioning systems and programmable calculators or personal computers.</li> <li>• Knowledge of mathematics to include algebra, geometry and trigonometry.</li> <li>• Working skill in the operation of CADD workstations.</li> <li>• Demonstrated ability to read and interpret construction plans, drawings, aerial photographs, contour maps and survey data.</li> <li>• Ability to train and provide guidance to others.</li> <li>• Ability to research courthouse records.</li> <li>• Ability to perform advanced mathematical computations.</li> <li>• Ability to maintain accurate and complete records.</li> </ul>
<b>Transportation Engineering Technician - Survey Supervisor</b>	Technical	<ul style="list-style-type: none"> <li>• Plans, coordinates, reviews, and supervises the work of technicians engaged in conducting surveys for highway location and construction projects or securing photogrammetric work.</li> <li>• Provides technical direction and guidance in all phases of the work.</li> <li>• Reviews plans and engineering data used for location survey including research to determine accuracy and completeness of data.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> </ul> <p>All skills/knowledge requirements of Transportation Engineering Technician Senior-Survey.</p> <ul style="list-style-type: none"> <li>• Considerable knowledge of survey and photogrammetric methods.</li> <li>• Demonstrated ability to supervise and direct the work of others.</li> <li>• Ability to plan, coordinate and prioritize work assignments.</li> </ul>
<b>Transportation Materials Technician</b>	Technical	<ul style="list-style-type: none"> <li>• Plans and schedules own work to meet project completion date.</li> <li>• Prepares samples and conducts routine tests to determine strength, particle size distribution, moisture content, density, and durability of materials.</li> <li>• Identifies and plots collection sites on maps and sketches sites.</li> <li>• Determines validity of data by visual observation, records field and laboratory data and writes test reports.</li> <li>• May be required to work in the vicinity of/ or operate equipment and devices emitting low-level ionizing radiation.</li> </ul> <p>Some knowledge of materials sampling and testing methods, and of procedures.</p> <ul style="list-style-type: none"> <li>• Some knowledge of use and testing equipment.</li> <li>• Ability to operate sensitive electronic testing equipment, computers, power tools, and equipment such as drills, mixers and compactors.</li> <li>• Demonstrated ability to accurately solve algebraic expressions and perform mathematical computations.</li> <li>• Ability to perform calibration checks on equipment and read gauges on testing equipment.</li> <li>• Ability to record data.</li> </ul>
<b>Transportation Materials Technician Senior</b>	Technical	<ul style="list-style-type: none"> <li>• Inspects, monitors, tests, analyzes and approves producers'/suppliers' methods and materials.</li> <li>• Uses statistical formulas to compare and analyze test results.</li> <li>• Conducts and/or leads a crew in soil surveys and minor structure, bridge foundation and borrow pit site investigations.</li> <li>• May be required to work in the vicinity of/ or operate equipment and devices emitting low-level ionizing radiation.</li> </ul> <p>Working knowledge of materials and sampling methods and procedures.</p> <ul style="list-style-type: none"> <li>• Knowledge of the characteristics of materials used in the construction of roads, bridges and structures.</li> <li>• Knowledge of the agency/federal materials sampling and testing guidelines.</li> <li>• Ability to operate sensitive testing equipment.</li> <li>• Demonstrated ability to analyze data and draw logical conclusions.</li> <li>• Ability to perform mathematical computations.</li> <li>• Ability to read gauges of testing equipment and record data.</li> <li>• Ability to read and interpret various plans and specifications.</li> </ul>
<b>Transportation Materials Technician Specialist</b>	Technical	<ul style="list-style-type: none"> <li>• Coordinates the work of residency and other personnel in field measurements and assessments of pavement performance.</li> <li>• Inspects maintenance construction operations to ensure compliance with construction specifications.</li> <li>• Conducts and leads others in conducting complex, specialized materials tests at a central lab.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> <li>• All skills/knowledge of Transportation Materials Technician Supervisor.</li> <li>• Considerable knowledge of complex sampling and testing procedures for highly specialized materials.</li> <li>• Ability to apply statistical formulas to analyze data.</li> </ul>
<b>Transportation Materials Technician Supervisor</b>	Technical	<ul style="list-style-type: none"> <li>• Supervises and evaluates the work of technicians engaged in materials sampling, testing, monitoring and/or inspections.</li> <li>• Evaluates test procedures, materials failures, and/or materials specifications.</li> <li>• Writes technical reports regarding materials findings and recommendation.</li> <li>• Oversees the preparation of documentation certifying materials used in highway construction at the conclusion of a project.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> <li>• All skills/knowledge of Transportation Materials Technician Senior.</li> <li>• Considerable knowledge of supervisory principles and practices.</li> <li>• Ability to read and interpret contract documents.</li> <li>• Ability to evaluate and/or develop test procedures and recommend changes to materials specifications.</li> </ul>



<b>Transportation Planning Specialist</b>	Technical	<ul style="list-style-type: none"> <li>• Identifies, gathers and analyzes a variety of planning and scheduling data.</li> <li>• Prepares maps, graphs, charts and diagrams to illustrate traffic movement and proposed changes to existing roadways.</li> <li>• Forecasts traffic volumes for site specific, projects and special studies for engineering design and planning improvement projects.</li> <li>Working knowledge of drafting techniques and procedures.</li> <li>• Knowledge of concepts and standards relative to applicable program area.</li> <li>• Knowledge of statistical analysis.</li> <li>• Ability to operate microcomputers and data collection equipment and software.</li> <li>• Demonstrated ability to compile and analyze a variety of engineering data and present it logically using charts, proportional maps/diagrams and programmatic illustrations.</li> <li>• Ability to communicate effectively orally and in writing.</li> <li>• Ability to read and interpret construction plans and specifications.</li> <li>• Ability to read and interpret policies, procedures and technical documents.</li> </ul>
<b>Transportation Planning Specialist Senior</b>	Technical	<ul style="list-style-type: none"> <li>• All responsibilities of Transportation Planning Specialist.</li> <li>• Analyzes Federal expenditure reports to monitor funding status for multiple projects.</li> <li>• Develops portions of long range transportation projects, plans and traffic forecasts for highway projects, site development and thoroughfare plans.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> <li>All skills/knowledge of Transportation Planning Specialist.</li> <li>• Considerable knowledge of agency, state and federal laws and procedures within area assigned.</li> <li>• Considerable knowledge of traffic engineering and transportation planning theory and practices.</li> <li>• Considerable knowledge of advanced business mathematics.</li> <li>• Knowledge of data validation methods.</li> <li>• Ability to read and interpret contract documents.</li> </ul>
<b>Transportation Technical Program Coordinator</b>	Technical	<ul style="list-style-type: none"> <li>• Serves as coordinator for various transportation related programs or activities on a statewide basis to include development, analysis, collection or processing of a variety of transportation data.</li> <li>• Provides final statewide certification on the completion of right of way work on construction projects and determines when special provisions must be obtained so that projects can go to ad.</li> <li>• Reviews and approves all plan assemblies.</li> <li>• Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work.</li> <li>Considerable knowledge of applicable program or activity guidelines, policies, processes and procedures.</li> <li>• Demonstrated ability to coordinate a statewide program or activity within rigid time constraints.</li> <li><del>Ability to collect and analyze data and derive technical conclusions.</del></li> </ul>
<b>Transportation Technical Support Coordinator</b>	Technical	<ul style="list-style-type: none"> <li>• Plans and executes a sequence of operations district-wide, in bridge rehabilitation, construction, maintenance, and repair.</li> <li>• Prepares cost estimates and materials lists used in budget preparation and monitoring of related expenditures.</li> <li>• Makes recommendations for work plans to incorporate staffing and equipment needs in a technical related research project or program.</li> <li>• Develops and reviews written reports of analyses to include formal presentations of findings.</li> <li>• Supervises Transportation Maintenance Superintendents, Transportation Maintenance Supervisors, or multiple staffs who supervise and conduct transportation data collection and analysis.</li> <li>• Considerable knowledge of assigned technical program area.</li> <li>• Knowledge of applicable agency and federal rules and regulations.</li> <li>• Ability to initiate and monitor field investigations.</li> <li>• Ability to coordinate construction and operational projects.</li> </ul>

Position Title	Classification	Position Description, Skills & Knowledge
Barista	Food Related Services	Prepares specialty beverages including coffee based drinks, bake and prepare pastries, stock shelves, clean, operate cash register, Must have experience with Espresso Machines, coffee and tea brewing equipment, blenders, and other equipment, typical of a coffee shop operations. Basic knowledge of food sanitation and food handlers permit is required. Must complete DHFS Cash Handler training course.
Busser	Food Related Services	Responsible for clearing dishes and trash from tables and eating area. Takes dishes to the dish washing area. Maintains clean counters and tables at all time. Assists dishwasher as needed
Building Attendant	Food Related Services	<p>Under direction performs varied simple and routine tasks involved in the cleaning of buildings; does other related duties as required.</p> <p>NOTE: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.</p> <p>EXAMPLES OF WORK:</p> <p>Cleans offices, storerooms, corridors, stairways, dormitories, hospital rooms/wards, and other areas.</p> <p>Sweeps, dry mops, scrubs, waxes, and polishes floors using brooms, mops, lightweight vacuum cleaners, and lightweight floor scrubbers/buffers.</p> <p>Dusts, waxes, and polishes furniture.</p> <p>Empties wastebaskets.</p> <p>Polishes door knobs and other metal fixtures.</p> <p>Washes walls, windows, and blinds that can be reached without climbing ladders or scaffolds.</p> <p>May receive clean linen and deliver it where directed using a hand truck.</p> <p>Keeps restrooms in clean, orderly, and sanitary condition.</p> <p>May lift and carry items weighing up to about 20 pounds.</p>
Cashier	Food Related Services	Cashier will utilize cash registers to register purchases, make change, and issue receipts to customers: provide excellent customer service when interacting with customers; reconcile cash receipts; keep register area clean and neat; and other duties as assigned by floor supervisor. Cashier must complete DHFS Cash handler course.
Dishwasher	Food Related Services	Performs and combination of the following duties to maintain kitchen work areas and restaurant equipment and utensils in clean and orderly condition. Sweeps and mops floors, washes worktables, walls, refrigerators and other surfaces; steam cleans or hoses out garbage cans, scrapes food from dirty dishes and washes them by hand or in dishwasher, stacks and puts clean dishes in designated area. Transfers supplies as needed from storage. Must be able to reach, lift and bend, and carry 50LBS
Food Operations Assistant	Food Related Services	<ul style="list-style-type: none"> <li>• Maintains contract/vendor compliance and/or for part of a comprehensive food service system (e.g. tray line, meat processing, or produce).</li> </ul> <p>Work requires a basic knowledge of bookkeeping, budgeting, and process management.</p> <ul style="list-style-type: none"> <li>• Knowledge of specialized facet of food service operations.</li> </ul>
Food Operations Manager Assistant	Food Related Services	<ul style="list-style-type: none"> <li>• Functions as lead worker or supervisor responsible for managing contract/vendor compliance and/or for part of a comprehensive food service system (e.g. tray line, meat processing, or produce).</li> <li>• Monitors quality of food service provided by staff or contractors.</li> <li>• Implements changes to improve service quality.</li> </ul> <p>Basic knowledge of contracts, logistics, and project management.</p> <ul style="list-style-type: none"> <li>• Knowledge of food preparation and service for a large population.</li> <li>• Knowledge of nutritional standards and sanitary regulations.</li> <li>• Understanding of principles of supervision.</li> </ul>
Pastry Cook Baker	Food Related Services	Experience in baking pastries of many forms. Must have experience in baking for large quantity of items.

Prep Cook	Food Related Services	<ul style="list-style-type: none"> <li>• Cleans, prepares and services food items.</li> <li>• Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food.</li> <li>• May need to serve as lead worker in an area of food preparation.</li> <li>• Knowledge of nutritional standards and sanitary regulations.</li> <li>• Knowledge of food preparation techniques</li> </ul>
Second Cook	Food Related Services	<ul style="list-style-type: none"> <li>• Cleans, prepares and services food items.</li> <li>• Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food.</li> <li>• May need to serve as lead worker in an area of food preparation.</li> <li>• Knowledge of nutritional standards and sanitary regulations.</li> <li>• Knowledge of food preparation techniques</li> </ul>
Second Cook Senior	Food Related Services	<ul style="list-style-type: none"> <li>• Cleans, prepares and services food items.</li> <li>• Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food.</li> <li>• May need to serve as lead worker in an area of food preparation.</li> <li>• Considerable knowledge of nutritional standards and sanitary regulations.</li> <li>• Considerable knowledge of food preparation techniques</li> </ul>
Sou Chef	Food Related Services	<ul style="list-style-type: none"> <li>• Cleans, prepares and services food items.</li> <li>• Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food.</li> <li>• May need to serve as lead worker in an area of food preparation.</li> <li>• Considerable knowledge of nutritional standards and sanitary regulations.</li> <li>• Considerable knowledge of food preparation techniques</li> </ul>
Server	Food Related Services	<ul style="list-style-type: none"> <li>• Cleans, prepares and services food items.</li> <li>• Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food.</li> <li>• May need to serve as lead worker in an area of food preparation.</li> <li>• Knowledge of food preparation and service for a large population.</li> </ul>
Server Sr	Food Related Services	<ul style="list-style-type: none"> <li>• Cleans, prepares and services food items.</li> <li>• Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food.</li> <li>• May need to serve as lead worker in an area of food preparation.</li> <li>• Knowledge of food preparation and service for a large population.</li> </ul>
Social Worker	Human Services	<ul style="list-style-type: none"> <li>• Applies knowledge of principles and techniques of social and vocational case management, counseling techniques and practices, behavior modification, conflict management, mediation, and available community resources.</li> <li>• Frequently engages in contact with clients, families, direct service staff, employers, community agencies, and other service providers to discuss the needs of clients and available resources.</li> <li>• Provides case management services to clients with social, emotional, physical, and/or situational problems.</li> <li>• Ability to use discretion and sound judgment in counseling interventions.</li> <li>• Exercises independent judgment in coordination and delivery of services.</li> <li>• Collaborates with supervisor to develop individualized plans for clients.</li> <li>• Receives guidance and direction in areas of policy application and priorities.</li> </ul> <p>BA Social Worker or related field</p>
Support Enforcement Specialist	Human Services	<ul style="list-style-type: none"> <li>• Applies program rules and regulations in the resolution of human services programs.</li> <li>• Applies</li> <li>• Engages in frequent contact with service providers, recipients and their families, and representatives of other state and federal agencies on benefits and claims issues.</li> <li>• Conducts audits, inspections, or investigations of quality and utilization of services and may assist in promulgation review and revision of state licensure regulations operational guidelines.</li> <li>• May provide guidance to staff, clients, or others in private and public organizations.</li> <li>• Recommends licensure and certification of facilities.</li> <li>• In-depth knowledge of one or more programs.</li> <li>• Knowledge of supervisory principles and practices.</li> </ul> <p>BA Social Worker or related field</p>
Support Enforcement Specialist Senior	Human Services	<ul style="list-style-type: none"> <li>• Applies program rules and regulations in the resolution of human services programs.</li> <li>• Applies</li> <li>• Engages in frequent contact with service providers, recipients and their families, and representatives of other state and federal agencies on benefits and claims issues.</li> <li>• Conducts audits, inspections, or investigations of quality and utilization of services and may assist in promulgation review and revision of state licensure regulations operational guidelines.</li> <li>• May provide guidance to staff, clients, or others in private and public organizations.</li> <li>• Recommends licensure and certification of facilities.</li> <li>• In-depth knowledge of one or more programs.</li> <li>• Considerable knowledge of supervisory principles and practices.</li> <li>• Experience in social work or related field.</li> </ul> <p>BA Social Worker or related field</p>

Utilization Review Analyst	Human Services	<ul style="list-style-type: none"> <li>Utilization review of recipients' paid claims history and medical records to identify misuse of Medicaid services, implementation of lock-in action which may require selection of primary providers.</li> <li>Prepares appeal summary.</li> <li>Coordinates activities with local departments of social services.</li> <li>Performs and other related or assigned duties.</li> </ul> Registered Nurse. <ul style="list-style-type: none"> <li>Public health or psychiatric nursing experience helpful.</li> <li>Utilization review experience.</li> </ul>
Utilization Review Analyst Senior	Human Services	<ul style="list-style-type: none"> <li>Utilization review of recipients' paid claims history and medical records to identify misuse of Medicaid services, implementation of lock-in action which may require selection of primary providers.</li> <li>Prepares appeal summary.</li> <li>Coordinates activities with local departments of social services.</li> <li>Performs and other related or assigned duties.</li> </ul> Registered Nurse. <ul style="list-style-type: none"> <li>Public health or psychiatric nursing experience helpful.</li> <li>Considerable utilization review experience.</li> </ul>
Photographer	Media	<ul style="list-style-type: none"> <li>Provides photographic documentation of events, persons, and objects for an agency.</li> <li>Performs some darkroom work.</li> <li>Focuses on photographic shooting.</li> <li>Basic knowledge of photography principles.</li> </ul>
Photographer Senior	Media	<ul style="list-style-type: none"> <li>All responsibilities of Photographer.</li> <li>Provides various photographic services combined with technical development skills.</li> <li>Controls quality, develops storyboards and script-writing.</li> <li>Functions as lead worker for several photography-related staffs.</li> <li>Provides training and guidance.</li> <li>Performs highly specialized services to support research, teaching, medical or general media efforts.</li> <li>Advanced knowledge of photography principles.</li> <li>Ability to supervise others.</li> </ul>
Audio Visual Technician	Media	<ul style="list-style-type: none"> <li>Performs work of moderate difficulty in providing a full range of audiovisual services.</li> <li>Acquires, distributes and maintains acquisition.</li> <li>Designs and produces audiovisual and computer graphics.</li> <li>Instructs faculty and other staff in equipment use.</li> </ul> Working knowledge of audiovisual equipment and production techniques; of the principles and applications of audiovisual instructional methods; and of computer graphics equipment and software. <ul style="list-style-type: none"> <li>Some knowledge of state procurement processes.</li> <li>Demonstrated ability to instruct others in equipment operation and maintenance; to plan and assign tasks to assistants; to work well with administrators, faculty and students; and to maintain accurate records of equipment inventories and maintenance.</li> </ul> College or technical course work in educational technology, media production, communications, or a related field.
Audio Visual Technician Senior	Media	<ul style="list-style-type: none"> <li>Performs work of moderate difficulty in providing a full range of audiovisual services.</li> <li>Acquires, distributes and maintains acquisition.</li> <li>Designs and produces audiovisual and computer graphics.</li> <li>Instructs faculty and other staff in equipment use.</li> </ul> Considerable knowledge of audiovisual equipment and production techniques; of the principles and applications of audiovisual instructional methods; and of computer graphics equipment and software. <ul style="list-style-type: none"> <li>Considerable knowledge of state procurement processes.</li> <li>Demonstrated ability to instruct others in equipment operation and maintenance; to plan and assign tasks to assistants; to work well with administrators, faculty and students; and to maintain accurate records of equipment inventories and maintenance.</li> </ul> College or technical course work in educational technology, media production, communications, or a related field.
Graphic Artist Senior	Media	<ul style="list-style-type: none"> <li>Performs illustrative and graphic arts work in a variety of media for publications, projects, exhibits or related materials.</li> <li>Responsible for preparing production art, illustrations, calligraphy, charts, graphs, signage, and similar artwork.</li> <li>Performs any other related assigned duties.</li> </ul> Office / Administrative experience. <ul style="list-style-type: none"> <li>Considerable experience operating desktop publisher experience.</li> </ul>
Graphic Designer	Media	<ul style="list-style-type: none"> <li>Develops, designs, and produces media art projects, exhibits, and publications for agency.</li> <li>Advises and consults with clients to determine their graphics design needs.</li> <li>Independently develops graphic design concepts.</li> </ul> Ability to use computer graphics software.
Graphic Designer Senior	Media	<ul style="list-style-type: none"> <li>Develops, designs, and produces media art projects, exhibits, and publications for agency.</li> <li>Advises and consults with clients to determine their graphics design needs.</li> <li>Independently develops graphic design concepts.</li> <li>Demonstrated ability to use computer graphics software.</li> </ul>

TV / Video Production Specialist	Media	<ul style="list-style-type: none"> <li>• Analyzes and plans the creative approach for television and multimedia productions.</li> <li>• Performs a combination of specialized production tasks such as production scheduling, videography, editing, and lighting.</li> <li>• Sets up and operates a variety of electronic video editing and recording systems, cameras, lights, settings, and related equipment.</li> <li>• Determines appropriate aesthetic applications of a variety of technical methodologies.</li> </ul> <p>Considerable knowledge of costume construction &amp; stage/set management, photography, digital imaging, web page services, illustrative and graphic art, multi-media production, and/or exhibit design, fabrication, and maintenance.</p>
TV / Video Production Technician	Media	<ul style="list-style-type: none"> <li>• Develops, produces and directs television, film and video programming.</li> <li>• Provides basic technical support to television, video, film, and multimedia production staff.</li> <li>• Sets up, operates, and performs routine camera operation.</li> <li>• Performs minor maintenance on television and video production equipment.</li> </ul> <p>Knowledge of art history; theatre, radio, audio visual and TV/video production; illustrative artwork; graphic materials and design and production techniques; exhibit fabrication and conservatorial techniques; costume construction; digital imaging; and/or photography, including all technical aspects.</p>
Graphic Artist	Media Services	<ul style="list-style-type: none"> <li>• Performs illustrative and graphic arts work in a variety of media for publications, projects, exhibits or related materials.</li> <li>• Responsible for preparing production art, illustrations, calligraphy, charts, graphs, signage, and similar artwork.</li> <li>• Performs any other related assigned duties.</li> </ul> <p>Office / Administrative experience.</p> <p><del>• Operating desktop publisher experience.</del></p>
Dispatcher/Police	Security	<ul style="list-style-type: none"> <li>• Performs a variety of communications and operational tasks in support of public safety, security, and law enforcement operations.</li> <li>• May operate or train in the operation of communications equipment, specialized vehicles, and process information related to law enforcement, emergency services, and emergency management activities.</li> <li>• Functions in communication or operation centers.</li> <li>• Functions in the field at incidents.</li> </ul> <p>Strong communication skills.</p> <p><del>• Ability to keep precise records and exercise good judgment.</del></p>
Security Guard	Security	<ul style="list-style-type: none"> <li>• Performs closely prescribed inspections on State property to ensure a safe environment.</li> <li>• Patrols, controls site or building access, monitors staff, visitors, and the public to ensure compliance with security and safety procedures.</li> <li>• Performs information exchange.</li> </ul> <p><del>• Reports unusual or emergency conditions to appropriate authorities.</del></p>
Security Officer	Security	<ul style="list-style-type: none"> <li>• Includes entry and trainee level security officers to senior security officers responsible for providing security and safety functions for a state facility or educational institution.</li> <li>• Performs custody and control tasks in correctional settings for a state facility or education institution.</li> <li>• Monitors electronic and other communication devices on a transportation route or bridge/tunnel complex to ensure safe traffic flow and arrange for emergency services.</li> <li>• Supervises staff or serves as drill instructors in a military style institutional program.</li> </ul> <p>Extensive knowledge of criminal justice, offender management, administration, and programs for offenders.</p>

**EXHIBIT A-2 ALL STATES MEDICAL PRICING**

New pricing effective 01/01/2019

[16111-Exhibit A-2-ACRO All States Medical Pricing.xlsx](#)

<b>Position Grouping</b>	<b>Position Title</b>
Medical	Licensed Practical Nurse
Medical	Registered Nurse I
Medical	Registered Nurse II
Medical	Nurse Practitioner
Medical	Physician Assistant
Medical	Registered Nurse Manager I
Medical	Registered Nurse III
Medical	Nurse Practitioner II
Medical	Registered Nurse Manager II
Medical	Counselor I
Medical	Counselor II
Medical	Counselor II - Lead Supervisory
Medical	Counselor Manager
Medical	Direct Service Associate I
Medical	Direct Service Associate II
Medical	Direct Service Associate III
Medical	Direct Service Associate III (Supervisor)
Medical	Direct Service Associate IV
Medical	Health Care Compliance Specialist I
Medical	Health Care Compliance Specialist II
Medical	Health Care Compliance Manager
Medical	Health Care Technician
Medical	Health Care Technologist I
Medical	Health Care Technologist II
Medical	Health Care Technologist III
Medical	Health Care Manager
Medical	Laboratory and Research Aide
Medical	Laboratory and Research Technician
Medical	Laboratory and Research Specialist I
Medical	Laboratory and Research Specialist II (Advance-Expert)
Medical	Laboratory and Research Specialist II (Supervisor)
Medical	Laboratory and Research Manager
Medical	Psychologist I / Psychology Associate I
Medical	Psychologist II / Psychology Associate II
Medical	Psychologist III / Psychology Associate III
Medical	Psychology Manager
Medical	Therapist Assistant / Therapist I
Medical	Therapist I
Medical	Therapist II
Medical	Therapist II (SLP/Aud)
Medical	Therapist III
Medical	Therapist Manager I
Medical	Therapist Manager II
Medical	Program Administration Specialist I - Nutritionist & Dietitian
Medical	Dentist
Medical	Dental Hygienist
Medical	Dental Assistant
Medical	Pharmacist
Medical	Pharmacy Technician
Medical	Medical Doctor

Position Title	Position Description, Skills & Knowledge
<b>Licensed Practical Nurse</b>	The scope of services involves assisting in direct patient care. Applies knowledge of principles and practices of practical nursing and pharmacology acquired through formal education and training. Contacts are made with patients in the provision of practical nursing care. Work impacts the quality of practical nursing care and patient comfort. Successful application of skills results in positive patient outcomes. Receives guidance, direction and supervision from an R.N., nursing supervisor, manager, medical professional, or administrator. May take venipuncture specimens. Work requires some discretion and judgment and is clearly defined by the licensure regulations. May supervise or provide work direction to nursing aides or direct service staff.
<b>Registered Nurse I</b>	Scope of services involves all aspects of professional nursing care. Applies knowledge of principles and practices of professional registered nursing care acquired through formal education and training. Contacts are made with patients, medical support staff, supervisory nurses and physicians in the provision of professional nursing care. Work impacts the quality of patient care. Successful application of skills enhances positive medical outcomes. Receives guidance and direction from a nursing supervisor, manager or medical professional or administrator. Develops total patient assessment, which requires considerable judgment and decision-making. Provides leadership to LPNs and other medical direct service support staff. Work requires frequent use of discretion and judgment in patient assessment and case management.
<b>Registered Nurse II (Charge, Supervisory, Specialty Area)</b>	Scope of work ranges from responsibility for a nursing specialty area, working supervisor to charge nurse. Contacts are made with patients, staff nurses, supervisory, manager level nurses, physicians and other program or management staff. Assignments range from increased clinical or administrative responsibility to supervision of registered nurses, LPNs or other medical support staff. May perform clinical research and study activities, develop research protocol, gather and analyze data and prepare abstracts for publication. Work impacts the quality and effectiveness of patient care. Oversight of nursing services is significant. May serve as point of contact for a medical specialty area within a nursing program. Responsible for mentoring and developing others. Responsible for guidance and/or supervision of nursing, medical and direct support staff. May assign staff, evaluate clinical and administrative issues, and evaluate performance. Judgment is exercised over issues of patient care and performance of staff. Responsible for guidance and/or supervision of nursing, medical and direct support staff. May assign staff, evaluate clinical and administrative issues, and evaluate performance. Judgment is exercised over issues of patient care and performance of staff.
<b>Nurse Practitioner</b>	Applies knowledge acquired through formal education in an accredited program. May be designated according to field or specialization. Scope of work includes performing comprehensive physical examinations and preventive health measures, ordering and performing therapeutic and diagnostic procedures, and prescribing controlled substances and devices in accordance with current regulations. Contacts are made with patients in the provision of care and physicians for their consultation. The availability and oversight of a physician may limit the severity of complications. Patients receive general health care services and treatment. Interprets and evaluates diagnostic test results. Records physical findings. Develops and implements patient management plans; instructs and counsels patients regarding plans. Performs work with ready access to supervision and guidance from a physician. Refers complex cases beyond the scope of practice to a physician or specialist.
<b>Physician Assistant</b>	Applies knowledge acquired through formal education in an accredited program. Scope of work includes performing comprehensive physical examinations, performing therapeutic procedures, and prescribing controlled substances and devices in accordance with current regulations. Contacts are made with patients in the provision of care and physicians for their consultation. The availability and oversight of a physician may limit the severity of complications. Patients receive general health care services and treatment. Practice requires that the Board of Medicine be apprised of the supervising physician(s) and the way in which the Physician Assistant will be utilized. Develops and implements patient management plans; instructs and counsels patients regarding plans. Records physical findings. Interprets and evaluates diagnostic test results.
<b>Registered Nurse Manager I</b>	Applies knowledge of the principles of supervision, management, leadership, and administrative functions. Contacts are made with patients, staff nurses, supervisory nurses, physicians, and other clinical, program, or management staff concerning management of a nursing program. Work impacts the quality and effectiveness of patient care. Impact on services is significant. Develops nursing unit objectives, policies and standards. Develops standards for patient care, delivery of services and training and development of staff. Leads, supervises and manages RNs and medical support staff. May assign staff, evaluate clinical and administrative issues, evaluate performance of patient care by staff, assist with budget preparation and management, and direct all nursing programs for a unit or program. Exercises judgment over issues of patient care, performance of staff, and utilization of resources.
<b>Registered Nurse III (Nursing consultation, Clinical Specialist)</b>	Provides comprehensive services according to the specialized training received from an accredited program. Provides expert consultation on complex nursing issues. Contacts are made with patients, staff nurses, supervisory, manager level nurses, physicians and other program staff. Work impacts the quality and effectiveness of patient care. Impact on services is significant. Responsible for mentoring and developing others. Judgment is exercised over issues of nursing program consultation.
<b>Nurse Practitioner II (Certified Nurse Practitioner)</b>	Scope of work includes performing physical examinations and preventive health measures, ordering and performing diagnostic procedures, and prescribing controlled substances and devices in accordance with current regulations. Contacts are made with patients in the provision of care and more limited contact with physicians for their consultation. The limited availability of physician oversight increases the consequence of error. Work significantly affects the health of patients due to higher level of independence. Performs work under limited access to a physician or works in an environment where physician availability is typically limited. Works independently with minimal supervision providing diagnosis and treatment according to protocol.
<b>Registered Nurse Manager II</b>	Scope of work involves providing direction to an agency nursing program. Work requires extensive knowledge of nursing management. Contacts are made with field practitioners, physicians, and other clinical, program, and management staff. Work impacts the level and quality of nursing services, standards of nursing practice, and allocation of resources. Ensures quality of nursing care. Develops goals, objectives, and standards of nursing. Directs subordinate nurse managers and supervisors. Determines overall direction of comprehensive nursing and health care programs and budgets.
<b>Counselor I</b>	Work requires discretion and judgment in counseling interventions. The scope of services involves case management, counseling, resource referral, and obtaining support services. Applies knowledge of principles and techniques of social and vocational case management, counseling techniques and practices, behavior modification, conflict management, mediation, and available community resources. May require a degree in social work or related field. Frequent contacts with clients, families, direct service staff, employers, community agencies, and other service providers to discuss the needs of clients and available resources. Work impact the quality and success of individualized service plans for clients. Effective performance improves the social, emotional, physical, vocational, and/or situational issues of clients. Exercises independent judgment in coordination and delivery of services. Collaborates with supervisor to develop individualized plans for clients. Receives guidance and direction in areas of policy application and priorities. Responsible for providing case management services to clients with social, emotional, physical, and/or situational problems.
<b>Counselor II</b>	Tasks are varied and progress in difficulty based on the type of client and the services required. A graduate degree or certification may be required. Frequent contact with: clients, and their families or friends; state, federal, or local human service agencies; court and law enforcement officials; medical or other clinical professionals; employers and the business community; and other service providers. Applies knowledge of the theory, techniques, and practices of counseling, social work, case management, conflict management, and mediation. Applies knowledge of human service legislation and laws and assistive technology. Provision of services directly affects the ability of clients to become independent, achieve gainful employment, or become participating member of society. Successful partnerships with clients and services providers impact the cost efficiency and effectiveness and the quality of services provided. Decisions regarding daily interaction with clients are made independently. Guidance is received regarding policy interpretation, development of new programs, and expenditure of funds. Experienced workers handle the most complex assignments or provide guidance to others on the more complex issues. Independently manages and authorizes expenditures for client services within authorized amounts.



<b>Counselor II - Lead Supervisory</b>	Applies knowledge of supervisory principles and practices. Applies knowledge of counseling methods and techniques. Assignments range from counseling clients, to leading or supervising staff, to recommending improvements in service delivery. Supervision of staff directly affects the ability of clients to become independent, achieve gainful employment, or become participating members of society. Influences the professional development and skill acquisition of direct service providers to ensure competent service delivery. Supervises, trains, or acts as a mentor to staff. Consults with higher level manager to resolve staff issues and to ensure the provision of quality services. Plans and schedules unit's activities independently.
<b>Counselor Manager</b>	Applies knowledge of the management of various social work and rehabilitation services, case management development, therapeutic assessment, counseling, treatment, and human service delivery systems. Applies knowledge of management practices and principles. A graduate degree or certification may be required. Ensures quality of services and coordination of community resources. Effective management of services meets the diverse needs of clients and has a long-term effect on overall program success. Effective budget administration ensures the continued provision of cost effective services for clients. Receives minimal guidance in the administration of program activities.
<b>Direct Service Associate I</b>	Works well defined and is performed within prescribed policies and procedures. Tasks are repetitive and are influenced by the population served. Applies basic knowledge of processes, methods and/or procedures for a variety of services or a detailed knowledge of a specific program or service. Responsibilities include: cleaning and setting up instruments, equipment, and facilities; collecting specimens; preparing and providing routine information about services; providing routine/general guidance to clients, patients, customers. May have responsibility for: transporting patients and clients; basic housekeeping.; changing dressings; measuring vital signs; supervising/observing children, client or patient activities and some routine administrative tasks. Actions affect the health, safety, and well being of clients. Clients are treated with respect and dignity. Limited discretion is required to carry out responsibilities. Supervision is received by detailed instructions and/or employee actions are subject to close review.
<b>Direct Service Associate II</b>	Applies knowledge of related program, regulations, practices, procedures, methods, instruments, and/or equipment. Responsibilities include: providing information which conveys service availability to clients; assisting in the development of client service plans; implementing service plans; planning and implementing activities; and performing physical, dental, medical, laboratory, clinical, nutritional, administrative, environmental, eligibility, outreach and pharmaceutical tasks in support of clients or service delivery. Work is complicated by nature of assigned caseload. Understanding of a client's diagnosis and treatment or program plan. Services are broad in scope. Exercises situational judgment and discretion to assure appropriate action is or has been taken. Collects, records, and reports client data. Actions are subject to review. May lead or supervise other staff.
<b>Direct Service Associate III</b>	Applies knowledge related to either: a variety of service programs, practices, methods, procedures, regulations, instruments and equipment; or a specific service area. Supports interdisciplinary treatment or professional services, client assessment, or program development and coordination. Plans, provides, and documents services. May advise clients of their rights, investigate and respond to complaints, and maintain associated documentation. Services appropriate to client needs. Promotion of client social, recreation, personal care, independent living, or vocational skills, and self-esteem and motivation. Treatment/program plans meet goals. Services have long-term impact on client safety, security, physical and mental well being, as well as the ability of clients to obtain gainful employment an becoming participating member of society. Develops components of treatment/program plans. Applies discretion and judgment to independently resolve service delivery problems. Direct accountability for service due to occasional supervisory review. Decisions affect the efficiency and quality of service delivery. May have lead responsibilities. May be responsible for specialized laboratory techniques, such as repairing or manufacturing dental prosthetics
<b>Direct Service Associate III (Supervisor)</b>	Applies knowledge related to either: a variety of service programs, practices, methods, procedures, regulations, instruments and equipment, or a specific service area. Applies knowledge of the principles of supervision. May serve on, and/or coordinate activities of, an interdisciplinary team. Services are delivered as prescribed. Long-term impact on client safety, security, and physical and mental well being. Writes components of treatment/program plans. Evaluates program effectiveness in conjunction with professional staff. Responsibilities may control service delivery or have the potential for significant liability to the public agency. Ensures delivery of services. Applies discretion and judgment to independently resolve daily service administrative operations. Compliance with state and federal regulations. Decisions affect the efficiency and quality of service delivery. Client records contain appropriate documentation. Supervises staff providing direct services, sometimes on multiple shifts and in multiple living areas.
<b>Direct Service Associate IV</b>	Applies knowledge of face and mouth anatomy; the characteristics of the surrounding tissue, muscles and bones. Applies knowledge of the materials used in dental appliance and the characteristics, properties, and proper use of those materials. Ability to use laboratory techniques and methods and the use of laboratory instruments and equipment. May require knowledge of supervisory principles and practices. Consults with dentists on design, use of materials, shading and staining. Certification as a Certified Dental Technician required. Fabrication and repair of dental appliance meets the needs of the clients. Appliances are constructed in conformance with guidelines and specifications prescribed by a licensed dentist. Independently performs duties under the general guidance of a dentist or dental laboratory supervisor or manager. May supervise and evaluate laboratory personnel.
<b>Health Care Compliance Specialist I</b>	Applies program rules and regulations in the resolution of human services programs. Applies in-depth knowledge of one or more programs. Frequent contact with service providers, recipients and their families, and representatives of other state and federal agencies on benefits and claims issues. Employees conduct audits, inspections, or investigations of quality and utilization of services and may assist in promulgation review and revision of state licensure regulations operational guidelines. May provide guidance to staff, clients, or others in private and public organizations. May require knowledge of supervisory principles and practices. Case, billing, pricing and redemption, and payment records are audited in accordance with applicable regulations and guidelines. Discrepancies are identified and a report-of-findings or other communication is initiated. Findings result in recommendations for, or provision of, corrective actions. Directly accountable for the determination or detection of fraud, proper operation, and third party liability. May lead or supervise staff. Recommends licensure and certification of facilities. Accountable for program policy interpretation.
<b>Health Care Compliance Specialist II</b>	Applies rules, regulations, and laws in administration of programs. Renders decisions on unusual problems involving policy interpretation. Frequent contact with health care providers, program administrators, and representatives from state and federal agencies, and other direct and indirect human service providers to confer on policy problems and request legal opinions. May require knowledge of supervisory principles and practices. Implements and oversees corrective actions. May testify at administrative appeals and hearings. Inspectors may be required to have licensure. Approves and/or recommends corrective actions/plans that affect programmatic operations (e.g., changes to policies, or procedures). Decisions may affect accreditation, licensure, and funding. May lead or supervise staff. Evaluates program effectiveness and compliance. Develops administrative procedures. Some positions approve and issue licenses and certifications.
<b>Health Care Compliance Manager</b>	Directs a major organizational component of an agency, requiring management of staff, programs, and administrative functions. Applies knowledge of general managerial and financial management principles and practices for purposes of conducting and assessing short and long-range planning. Collaborates with state and federal officials on program compliance. May require knowledge of forecasting and statistical methods and procedures. May provide expert testimony for administrative, criminal and civil cases. May require licensure in a health services occupation. Decisions made affect program outcomes, service quality, accreditation, licensure, and funding. Develops and implements business strategies and follows through with implementation. Decisions affect public perception of the regulatory programs' effectiveness and expenditure of taxpayer dollars. Leadership and supervision of staff. Responsible for evaluating program effectiveness and ensuring compliance with state and federal statutes. Provides the highest level of consultation in the function. Relies on expertise and judgment to determine, plan and accomplish goals. May approve and issue licenses and certifications.
<b>Health Care Technician</b>	Tasks are usually repetitive in the mounting of films, posting information to files and records, and scheduling patients. Tasks may involve collection of laboratory specimens and performing clinical laboratory tests such as hemoglobin, hematocrit, glucose, urine pregnancy, and urine dipsticks. Clinical testing may also include limited microscopic chemistry or microbiological tests. Work facilitates the effective operation of a clinic through the scheduling and monitoring of patient flow. Results may be used by others in the diagnosis, treatment, and prevention of disease. Proper laboratory procedures impact outcomes of clinical tests. work impacts the quality of patient care and level of customer service. Responsible for narrow scope of routine well-defined duties and processes.

<p><b>Health Care Technologist I</b></p>	<p>Procedures support clinical laboratory programs. Tasks are varied and require application of a variety of diagnostic and therapeutic radiological procedures including those requiring special patient positioning and/or the use of contrast media, catheters, or special equipment. Applies knowledge of scientific or technical principles, practices, and regulatory requirements of functional areas. Responsibilities may include explaining procedures to the patient, preparation of the patient and preparing radiopaque contrast media such as barium enemas, barium swallows, intravenous pyelograms, cystograms, and gastro-intestinal series in a clinic or hospital setting. May teach radiographic techniques to students. May serve as lead or single on-duty technologist. Products are used by others in the diagnosis, treatment, and prevention of disease. Work impacts quality of patient care and level of customer service. Responsible for clear production of radiographs. May review films and decide if procedures need to be repeated. Independently performs standardized or specialized procedures and seeks advice on more complex or non-routine issues. May work without on-site supervision in small lab settings.</p>
<p><b>Health Care Technologist II</b></p>	<p>Work requires the application of knowledge in at physical sciences normally attained through higher levels of learning (e.g., medical technology, chemistry, microbiology, or biological science) and documented training in order to perform advanced clinical or anatomical laboratory testing, or training in CT scan, MRI and invasive radiological procedures. May apply knowledge of leadership or supervisory principles and practices. May specialize in computed tomography, magnetic resonance or complex radiological procedures. May perform clinical treatment and oral health education. Typical assignments support the diagnosis of diseases and the identification of disease agents. Others use results in the diagnosis, treatment, and prevention of disease. Work impacts the efficiency, operation, and creditability of a clinical laboratory as well as the program's continued accreditation. May impact the client's health and the prevention of tooth decay and disease. May have leadership, supervisory or teaching responsibilities. Responsible for clear production of radiographs requiring the use of contrast media, catheters, or special equipment or for performing other complex medical laboratory tests. May coordinate employee assignments. Responsible for performing dental hygienist's clinical treatment and education of the client.</p>
<p><b>Health Care Technologist III</b></p>	<p>Applies fundamental concepts, practices, and procedures of supervision and leadership. Plans and implements the delivery and improvement of services, staffing, and resources (e.g., testing new procedures before implementation in a laboratory) in accordance with quality standards and/or accreditation requirements. Provides training and consultation to laboratory users on sampling techniques, testing procedures, and interpretation of results. Work impacts the laboratory evidence for diagnosis of diseases or identification of disease agents. Responsible for all laboratory services and the impact on patient care as well as the efficiency, operation, and credibility and accreditation of a clinical laboratory. Responsible for the leadership and/or supervision of staff. Operation of a full service laboratory or subspecialty laboratory. Incorporates productivity improvements to enhance customer service and laboratory credibility.</p>
<p><b>Health Care Manager</b></p>	<p>Applies knowledge of management principles and practices. Establishes work schedules and consults with subordinate supervisors. Develops operational goals and objectives. Prepares operational budget. Responsible for laboratory quality assurance including quality, control, training, and safety in the clinical laboratory. May require certification, documented training, and advanced education to meet regulatory and/or accreditation requirements. Work impacts the efficiency, operation, and credibility of a clinical laboratory as well as continued program accreditation. May design in-service programs for laboratory professionals. Leadership and development of staff. Management of a full service medical laboratory. Provides guidance to subordinate supervisors. Provides input into short- and long- range planning of facilities, equipment, staffing, and policies.</p>
<p><b>Laboratory and Research Aide</b></p>	<p>Applies knowledge of basic sanitation techniques, laboratory safety procedures, research procedures, animal handling/care and hygiene, and use of laboratory equipment. Performs routine work with limited variation. Follows established directions and procedures. Limited contacts outside of co-workers and supervision. May perform a variety of tasks related to animal care such as feeding and caring for animals. Proper sanitation procedures ensure appropriate laboratory testing and research conditions. Provides responsible care of animals. Responsible for equipment in support of research, laboratory, or clinical programs or teaching services. May be required to adhere to established standards and guidelines as set forth by accredited programs. Decision-making and judgment is limited to assigned functional area and based on clearly defined procedures and guidelines or under direct supervision.</p>
<p><b>Laboratory and Research Technician</b></p>	<p>Applies knowledge of sanitation techniques and laboratory safety. Applies knowledge of research and testing procedures supporting laboratory, research, clinical or autopsy and necropsy services, or geological services. May provide limited surgical assistance. Follows established directions and procedures. Frequent contacts with co-workers, supervisors, students, faculty and research staff to discuss study techniques or results or handling and care of animals. Proper laboratory, autopsy and necropsy procedures impact outcomes of test and research, and impact the safety, health, and well-being of laboratory animals, staff and the general public through the identification of scientific and legal findings or contagious disease sources. Proper sanitation procedures ensure appropriate laboratory testing and research conditions. Provides responsible care of animals. Responsible for equipment in support of research, laboratory, or clinical programs or teaching services. May be required to adhere to established standards and guidelines as set forth by accredited programs. Responsible for generally well defined procedures supporting laboratory, testing, research or clinical programs. Decision-making and judgment is typically based on clearly defined procedures, although skilled positions may exercise independent judgment. Refers non-routine issues to supervision. May lead other staff, activities, or provide guidance and leadership to students and interns. Development of competencies may lead to broader, more responsible assignments.</p>
<p><b>Laboratory and Research Specialist I</b></p>	<p>Applies knowledge of scientific/technical principles, practices, and regulatory requirements of functional areas. Performs a variety of procedures supporting clinical, research, field research, service or regulatory and/or diagnostic laboratory programs. Duties may include performing standardized or specialized scientific or clinical procedures, performing preliminary procedures to prepare, expedite and facilitate further scientific examination and training, assisting in veterinary surgical procedures, analysis and compilation of data, communicating findings/research results, animal care, repairing and maintaining equipment and ordering supplies. May have contact with private business, other government agencies, faculty, students and researchers, and/or the general public to communicate results and explain laboratory procedures or regulatory requirements. Proper application of procedures impacts outcomes of tests and research, legal evidence, and the safety, health, and economic well being of the general public, research staff, environment and/or animals through identification of scientific and legal findings, contagious and benign disease sources. Performance of duties may impact the level of public confidence and consumer satisfaction. May be required to adhere to established standards and guidelines as set forth by accredited programs. Independently performs standardized or specialized procedures and seeks advice on more complex or non-routine issues. Decision-making has moderate to significant impact on program's success. Exercises judgment and decision making to determine appropriate procedures; compiles data, documents and communicates findings. May lead, train or supervise students, staff or coordinate program activities.</p>
<p><b>Laboratory and Research Specialist II (Advance-Expert)</b></p>	<p>Applies knowledge of scientific/technical or research area. Participates or leads in the design, management and performance of laboratory or research projects. Frequent contact with private business, other government agencies, principal investigators, faculty, laboratory staff, students and researchers, and/or the general public to report and interpret results, provide consultation and technical assistance, and discuss research projects. Responsibilities include: participating in or leading work in the design, modification, evaluation and performance of laboratory, field surveys or research procedures; writing or modifying computer programs to analyze data and generate reports; researching literature related to project/procedures; conducting experiments; writing segments of reports and manuscripts; coordinating grants and budgets; assisting lower level staff; troubleshooting instrument problems and performing preventive maintenance on equipment. Accurate scientific testing, research, and consultation minimized errors in laboratory findings, scientific research and fieldwork. Proper application of procedures impacts outcomes of tests and research, and the safety, health, and well being of the general public, research staff, and laboratory animals through identification of scientific findings, and contagious and benign disease sources. Independently performs and provides consultation on specialized laboratory/research procedures and projects. Independent decision-making on appropriate methods, design and data interpretation. Some positions ensure compliance with established standards and guidelines as set forth by accredited programs. Independently monitors, evaluates and analyzes quality control results and determines corrective action as needed.</p>

<b>Laboratory and Research Specialist II (Supervisor)</b>	<p>Applies knowledge of supervisory principles and practices. Applies knowledge of assigned technical or research area. Anticipates or leads in the design, modification and performance of laboratory or research projects. Frequent contact with principal investigators, research faculty, laboratory personnel and students to discuss policies, procedures and methodology; coordinate research projects; report and interpret results; and provide consultation, and technical assistance. Responsibilities include: writing grant proposals and identifying funding sources; designing and directing complex research projects in consultation with a principal investigator; modifying and developing laboratory and field procedures, quality control processes and determining work methods; reviewing the scientific work results; directing animal care according to applicable federal laws and regulations; hiring and training personnel or students; approving procurement, budgeting, other administrative duties; and teaching a laboratory section of college level students. Accurate scientific testing, quality control, research, or consultation and supervision minimize errors in laboratory findings or research, and impact the success of grant proposals and scientific findings. Work impacts the health, safety and well being of the general public, the environment, industry, research, and animal health and welfare. Independently supervises laboratory research operation or animal care facility to include business functions and accountability for services provided to administrators, faculty, and other users. Responsible for program and staff supervision. Leads teams or special projects. May be required to ensure compliance with established standards and guidelines as set forth by accredited programs.</p>
<b>Laboratory and Research Manager</b>	<p>Applies knowledge of the principles and methods of laboratory administration and management. Applies knowledge of the theory and application of lab methods and instrumentation for the assigned discipline(s). Ability to plan, lead and evaluate the work of professional staff. Frequent contacts with regulatory boards or government agencies regarding standards, quality assurance, and lab procedures. Frequent contact with internal departments regarding administrative matters and with vendors concerning equipment and supplies. Frequent contacts with researchers, staff and students to provide information, consultation or direction concerning laboratory operations. Plans, manages and evaluates the work of professional staff; develops goals, objectives and timetables; develop and monitor budgets; determine and implement technical methodologies, ensure that quality control standards and safety procedures are in compliance with government regulations and laws. May teach and/or serve as technical experts. Proper management of laboratory operations ensures the scientific accuracy, timeliness and quality of services and impacts public health, safety, and the environment. Responsible for the provision of quality and timely laboratory services. Manages work of subordinate supervisors and professional and technical staff engaged in laboratory operations and research. Establishes and monitors quality control procedures. May ensure compliance with established standards and guidelines as set forth by accredited programs.</p>
<b>Psychologist I / Psychology Associate I</b>	<p>Provides direct clinical supervision in the treatment of mental disorders and/or developmental disabilities. Crisis intervention skills and ability to assess and manage risk of harm to self or others. Skill in maintaining therapeutic relationships and services while complying with ethical and professional standards. Ability to document services consistent with expectations of third parties. The Psychologist I require an advanced degree and licensure as a clinical, applied, or school psychologist, depending upon the assigned program. Licensure must demonstrate the training and educational background sufficient to fulfill this role. The Psychology Associate I may require advanced course work and requires supervision by a licensed psychologist. May require the ability to develop training programs for professional and paraprofessional staff members. May require some expertise in a specific clinical area such behavioral psychology, clinical psychology, substance use disorders, traumatic brain injury, or forensic psychology. Accurate diagnosis with appropriate recommendations for accommodations and interventions. Reports that are timely, readable and consistent with the professional standards. Interventions that meet measurable goals, established treatment plan. exercise independent judgment within policy and parameters. Guidance is received on difficult cases, in the development of new clinical competencies, or in situations that present as ethical dilemmas. All services are provided under the direction of a higher-level Psychologist, typically a licensed clinical psychologist.</p>
<b>Psychologist II / Psychology Associate II</b>	<p>monitoring. Work requires knowledge of a variety of psychological assessments used for diagnosis, treatment planning, and treatment evaluation. Possess skills in administering and interpreting cognitive, neuropsychological, achievement, adaptive behavior, vocational and personality tests to a wide variety of individuals with physical, mental and emotional disabilities. The Psychologist II (licensed clinical psychologist) may require court testimony as expert witness. The Psychologist II requires an advanced degree and licensure as a clinical, applied, or school psychologist sufficient to support the legal requirements of the assigned program. The Psychology Associate II may require advanced coursework and requires supervision by a licensed psychologist. May oversee the development, implementation and evaluation of developmental disabilities and mental health services. Services meet the needs and expectations of referral sources inside and outside of the agency. Accurate assessment and/or diagnosis with appropriate recommendations for services. Services help to improve the treatment team's ability to meet clients/consumers' goals. Clinical reports that are timely, readable and consistent with professional standards. Interventions that meet measurable goals, established in treatment plan. Accurate assessment, diagnosis and treatment allowing clients to enhance their well being. Decisions may affect systems beyond the immediate clinical area such as the legal system or the overall provision of psychological/neuropsychological services. Licensed Psychologists exercise independent judgment regarding individual client care and may assume a leadership role in the mentoring and development of interns, postdoctoral fellows, or other educational or research affiliates. Licensed Psychologists may serve as lead service provider, project team leader, supervisor of less experienced psychologists and/or associates. guidance is received on difficult cases, in the development of new clinical competencies, or in situations that present as ethical dilemmas.</p>
<b>Psychologist III / Psychology Associate III</b>	<p>Applies expertise, knowledge and experience in directing, evaluating, integrating, and coordinating behavior analysis/psychological/neuropsychological services. The Psychologist III requires an advanced degree and licensure as a clinical, applied or school psychologist, sufficient to support the legal requirements of the assigned program, and in addition, may require advanced training or certification in a recognized specialty. The Psychology Associate III may require advanced coursework and requires supervision by a licensed psychologist. Effective decisions facilitate successful delivery and timing of services and treatment. Decisions affect on-going program planning and general management. Assessments, training/treatment plans, and follow-up appropriate for clients with complex needs. Licensed Psychologist provides leadership in maintenance of quality assurance and direction and supervision to subordinate personnel. Licensed Psychologist exercises independent judgment regarding client care and program services and assumes responsibility for subordinate staff. The Psychologist III typically supervises unlicensed staff.</p>
<b>Psychology Manager</b>	<p>Applies clinical, programmatic and administrative knowledge. Applies knowledge of management practices and principles. Applies knowledge of facility and community MR, MH, or SA Services. Work requires an advanced degree and licensure as a clinical, applied or school psychologist, sufficient to satisfy the legal requirements of the assigned program, and in addition, may require advanced training or certification in a recognized specialty. Effective program management promotes successful therapeutic outcomes. Actions impact efficient and effective allocation of resources and contribute to a positive community image. Responsible for policy development, quality assurance, evidence-based practices and the supervision of psychology staff. Determines overall direction of comprehensive psychological services programs. May serve as an expert consultant to public and private agencies.</p>
<b>Therapist Assistant / Therapist I</b>	<p>Applies knowledge acquired through formal education in an accredited program. Applies knowledge and principles and practices related to therapeutic interventions. Client assessments are based on information from standardized assessments (within practice guidelines), observations, medical records, caregivers, and clients. Response to treatment is assessed to enable appropriate progression within the parameters of the treatment plan. Work is performed within the parameters of established treatment plans and strategies. Treatment interventions may include instructing in daily living skills, sensory-motor integration skills, mobility skills, therapeutic exercises, and various physical treatment procedures. May be responsible for planning or leading group activities or classes. Client receives educational information, guidance, and encouragement in performance of therapeutic activities. Plans for therapy are implemented. Client quality of life is improved. Promotes client independence. Ensures that clients perform activities and progress toward goals in accordance with treatment plan. Records client progress for use by therapist. Communicates immediately any change in client condition requiring medical attention or re-evaluation. May provide direction to interns, students, or staff providing supportive services. Works under supervision of a licensed therapist.</p>

<b>Therapist I</b>	<p>Clients are assessed in leisure, recreation, and socialization skills based on information from standardized assessments, observations, medical staff, medical records, family, and clients. Plans, organizes, conducts, and modifies individual group therapeutic interventions. Applies knowledge of principles and practices related to therapeutic program. Works as a member of an interdisciplinary treatment team and in collaboration with physicians, nurses, psychologists, social workers, other therapists, and other health care and vocation professionals. May be responsible for planning or leading group activities or classes. May be responsible for teaching clinical interns, students or staff. Client assessments are based on information from standardized assessments (within practice guidelines), observations, medical records, caregivers, and clients. Client's physical, mental, and social well being is encouraged. Client's depression, stress, and anxiety are reduced. Client's needs, interests, and choices are supported. Clients learn new leisure skills. Clients experience exercise, mental stimulation, and creativity through recreation and leisure activities. Provides clients with opportunities for physical activity, mental stimulation, creativity, and fun by the use of leisure activities, arts and crafts, animals, sports, games, dance and movement, drama, music, horticulture, and community outings. Evaluates and reports client progress. May provide guidance to interns, students, and staff providing supportive services.</p>
<b>Therapist II</b>	<p>Conducts assessments, develops and implements treatment plans and intervention techniques, and evaluates results. Requires in-depth knowledge in area of specialization. Works as a member of an interdisciplinary treatment team. May require the application of knowledge of supervisory practices and principles. Therapeutic interventions are carried out in accordance with program plans. Program and services meet the needs of clients and are in accordance with agency and accrediting body standards. May supervise professional staff or programs. Decisions affect the efficiency and quality of service delivery. Program data shows progress. Client record indicates participation in appropriate recreation/leisure activities.</p>
<b>Therapist II (SLP/Aud)</b>	<p>Applies knowledge acquired through formal education in an accredited program. Conducts client evaluations and re-evaluations using numerous standardized and informal assessment tools. Interprets assessment data to make diagnoses and develop scientifically based treatment plans that meet individual client needs. Works in collaboration with physicians, psychologists, social workers, other therapists, and other health care and vocational professionals. Works as a member of an interdisciplinary treatment team. Selects and implements appropriate therapeutic interventions based on client needs. May design and fabricate adaptive equipment and instruct clients in its use. Provides education to professionals, paraprofessionals, families, and caregivers regarding specific communication and cognitive disabilities and management techniques. Clients develop or recover reliable communication, auditory, and cognitive skills that enable them to meet educational, vocational, social, independent living goals. Program and services meet the needs of clients and are in accordance with agency and accrediting body standards. Documents client initial evaluation, progress, and problems. Documentation affects reimbursement to the organization. Decisions affect the efficiency and quality of service delivery.</p>
<b>Therapist III</b>	<p>Applies knowledge acquired through formal education in an accredited program. Numerous evaluative tools are used to assess needs and evaluate progress toward goals. May design and fabricate adaptive equipment and instruct clients in its use. Selects and implements appropriate therapeutic interventions based on individual client needs. Works in collaboration with physicians, psychologists, social workers, other therapists, and other health care and vocation professionals. Works as a member of an interdisciplinary treatment team. Some positions require knowledge of supervisory practices and principles. May instruct other clinical professionals in areas of expertise in assessment and treatment techniques. Daily living and work skills as well as overall fitness and health are developed, recovered, or promoted. Clients progress toward identified goals for independent, productive, and satisfying lives. Plans and implements programs. Documents activities and progress, modifying therapeutic interventions when necessary. Documentation affects reimbursement to the organization. Some positions lead or supervise professionals and paraprofessionals or may take a team leadership/mentoring position in specific areas of expertise. Independently identifies problems and provides services to clients.</p>
<b>Therapist Manager I</b>	<p>Plans and implements speech, language and hearing services. Coordinates services with other programs. May instruct other clinical professionals on disorders of speech and hearing. Applies knowledge acquired through formal education in an accredited program. Applies knowledge of management principles and practices. A high-quality comprehensive speech and hearing diagnostic and therapy program. Tests and treatments for impaired hearing and communication are available to relevant client groups. Develops, manages plans, organizes, directs, controls, and coordinates programs. Manages fiscal aspects of program in accordance with all legal and regulatory guidelines. Evaluates program standards and assesses client progress based on program and individual objectives. Oversees staff and administrative and clinical functions. Accountable for program performance. Keeps abreast of the most recent developments in testing and treatment in order to evaluate and recommend modern clinical procedures and testing and treatment equipment. Develops, plans, and administers the training program for student interns, therapy aides, and others.</p>
<b>Therapist Manager II</b>	<p>Responsibility exists for planning and directing a wide range of therapeutic services in a number of operational work units. May also provide direct therapy services. Coordinates program development and modifications with other services to ensure that clients receive fully integrated services. Prepares and delivers lectures in area of expertise to other clinical professionals and students. Applies knowledge acquired through formal education in an accredited program. Applies knowledge of comprehensive therapeutic rehabilitative services. Applies knowledge of management principles and practices. Results in a high-quality comprehensive rehabilitative therapy program. Program complies with accreditation and certification standards governing service delivery. Develops, manages plans, organizes, directs, controls, and coordinates programs. Evaluates program standards and assesses client progress based on program and individual objectives. Oversees staff and administrative and clinical functions. Develops, plans, and administers the training program for student interns, therapy aides, and others. Keeps abreast of the most recent developments in testing and treatment in order to evaluate and recommend modern clinical procedures and testing and treatment equipment. Accountable for program performance.</p>
<b>Program Administration Specialist I - Nutritionist &amp; Dietitian</b>	<p>Applies knowledge of specific program(s) operations and technical aspects to make judgments of quality of services provided. Applies knowledge of service programs including practices, methods, procedures, regulations, human rights, instruments, and equipment. Responsibilities include: program planning and development; conducting studies and research; technical training and programmatic assistance; needs assessment and case management; habilitation and rehabilitation service development and implementation; housing, vocational and transportation related services; eligibility determination, program evaluation, client rights and/or grievance resolution; policy development and analysis; inspection and certification; and, coordination of resources. Certification and/or license may be required. Services provided meet the needs of a customer within a particular program. Policies and procedures are interpreted to facilitate optimum service delivery and program performance. Impacts the use of funds, staff, and program efficiency. Provides technical and program advice to others. Performs tasks that are specialized and affect the quality and level of services provided and the program's success. Direct accountability for service delivery without supervisory assistance. May review the work of, lead or supervise staff. May influence policy and program changes.</p>
<b>Dentist</b>	<p>DMD or DDS, Patient Care: Examines patients' teeth and mouth; Analyzes X-rays and evaluates dental needs; Plans treatment and health promotion programs; Administers anesthetics to patients; Treats teeth and tissue problems using equipment and tools, such as drills or mouth mirrors; cleans teeth using a variety of brushes, probes, and polishers to remove plaque and stains; cleans out and fills in cavities, rebuilds broken teeth, replaces missing teeth, and pulls out unnecessary or severely damaged teeth; Extracts teeth, makes models for replacement teeth, and takes accurate measurements for new teeth. Performs surgery on gums or on supporting bones. Provides instruction on dental care. Writes prescriptions for patients. Keeps records of the work done on patients. Business Tasks: Manages and hires staff; Supervises workers and office processes including bookkeeping and buying equipment and supplies.</p>
<b>Dental Hygienist</b>	<p>Assesses dental condition and needs of patient using patient screening procedures, including medical history review, dental charting, and period charting. Delivers direct patient care using established dental hygienist procedures. Takes patient vital signs. Performs routine treatment procedures, such as cleaning and polishing. Takes, develops and mounts radiographs. Traces radiographs required for corrective treatment. Applies sealants and fluorides. Makes impressions of patients' teeth for study casts. Record keeping. Documents patient dental history or chief complaint. Records and reports pertinent observations and patient reactions to dental staff. Documents lab procedures and ensuring follow up on results. Teaches clients how to prevent tooth decay and gum disease through proper diet and oral homecare. cleans and sterilizes instruments. Graduate of accredited dental hygiene program and licensed to practice in geographic region of employment.</p>
<b>Dental Assistant</b>	<p>Assists the dentist in providing dental treatment. Prepares and maintains dental instruments, supplies, and equipment. Collects and records patient health histories. Patient management during dental procedures. Instrument transfer. Dental procedure isolation techniques. Prepares dental materials cements, amalgam, composite, impression materials, etc. Dental charting. Supervises prevention and management of dental medical emergencies. Inventory control management. Patient and community educator. Delivers patient personal oral care instructions. Delivers community dental health presentations. Plans, assembles and mans health fair booths. Dental Assistant Certification required.</p>

<p style="text-align: center;"><b>Pharmacist</b></p>	<p>Compound and dispense medications following prescriptions issued by physicians, dentists, or other authorized medical practitioners. Manage pharmacy operations, hiring and supervising staff, performing administrative duties, and buying and selling non-pharmaceutical merchandise. Assess the identity, strength, and purity of medications. Publish educational information for other pharmacists, doctors, and/or patients. Review prescriptions to assure accuracy, to ascertain the needed ingredients, and to evaluate their suitability. Provide information and advice regarding drug interactions, side effects, dosage and proper medication storage. Analyze prescribing trends to monitor patient compliance and to prevent excessive usage or harmful interactions. Order and purchase pharmaceutical supplies, medical supplies, and drugs, maintaining stock and storing and handling it properly. Maintain records, such as pharmacy files, patient profiles, charge system files, inventories, control records for radioactive nuclei, and registries of poisons, narcotics, and controlled substances. Provide specialized services to help patients manage conditions such as diabetes, asthma, smoking cessation, or high blood pressure. Advise customers on the selection of medication brands, medical equipment and health-care supplies. Collaborate with other health care professionals to plan, monitor, review, and evaluate the quality and effectiveness of drugs and drug regimens, providing advice on drug applications. Compound and dispense medications as prescribed by doctors or dentist, by calculating, weighing, measuring, and mixing ingredients, or oversee these activities. Offer health promotion and prevention activities. Refer patients to other health professionals and agencies when appropriate. Prepare sterile solutions and infusions for use in surgical procedures, emergency rooms, or patients' homes. Plan, implement, and maintain procedures for mixing, packaging, and labeling pharmaceuticals, according to policy and legal requirements, to ensure quality, security, and proper disposal. BLS certification required.</p>
<p style="text-align: center;"><b>Pharmacy Technician</b></p>	<p>Duties can include retrieving prescription orders, counting, pouring, measuring and weighing tablets and medications, mixing medications, selecting the proper prescription container, and creating prescriptions labels. Additional non-medication related duties may include preparing insurance claim forms, maintaining patient profiles, completing cash register transactions, answering phones, taking inventory of over-the-counter medications and being aware of the latest medicines and their availability. Pharmacy Technician certification or other credentials.</p>
<p style="text-align: center;"><b>Medical Doctor</b></p>	<p>MD. Provides medical patient care by interviewing, examining and treating of clinical patients in order to meet their medical needs. Educates patients on wellness, prevention and early detection by providing materials and resources to the patients and families. Determines which referrals are required based on examination and patient needs. Determines level of urgency of follow-up, referral/consultation appointments. Exercises final medical treatment and clinical drugs to patients. Orders studies, test and ancillary services. Documents all services in patient medical record. Reviews on a regular basis long term cases that require ongoing medical attention. consults with other professionals as needed regarding patient care, assessment, and education issues. Participates in quality improvement, management, continuing education, and other patient care programs established by the hospital or clinic requirements. Oversees mid-level medical staff as assigned as well as nursing clinical staff. Assists in the resolution of complaints, requests and inquiries from patients. Maintains confidentiality of all patient information according to federal guidelines and regulations.</p>

**Maricopa County**  
**Serial 16111-RFP: Staffing Services and Related Services and Solutions**  
**Attachment A-2**  
**Pricing Sheet**  
**Medical**

Service	Level / Description	Days to Receive Test results	Unit Cost (\$)/ each
<b>Criminal Check</b>	State		
	National		
<b>DMV</b>	State		
	National		
<b>Credit Check</b>	Trans-Union/TRW/Equifax		
<b>Employment History Verification</b>	Past 5 years		
<b>Education Verification</b>	College, Trade & High School		
<b>Sexual Offender Registry</b>	State		
	National		
<b>Alcohol Test</b>	Qed A150		
<b>Drug Testing - 5 Panel</b>	Instant Technology Insta-Check 5		
<b>Drug Testing - 10 Panel</b>	Instant Technology Insta-Check 10		
<b>Tuberculosis Test</b>	Skin Test		

**Please add any other testing services offered by your company such as personality testing, etc. Use more spaces as necessary.**


**EXHIBIT A-3 ALL STATES TECHNOLOGY PRICING**

New pricing effective 01/01/2019

[16111-Exhibit A-3-ACRO All States Technology Pricing.xlsx](#)

Position Grouping	Position Title
IT	Business Analyst I
IT	Business Analyst II (Corrections)
IT	C++ Programmer
IT	CADD Technician I
IT	CADD Technician II
IT	CADD Technician III
IT	Client/Server Specialist
IT	Computer Operator
IT	Data Communications Network Analyst
IT	Data Processing Operations Control
IT	Data Processing Planning Analyst II
IT	Data Warehouse Developer
IT	Database Administrator
IT	Database Manager
IT	Database Modeler
IT	Database Specialist II
IT	Database Specialist III
IT	Development Manager
IT	Documentation Specialist
IT	E-Commerce Solutions Architect
IT	EDP Planning Analyst
IT	GISs Specialist
IT	Internet Application Developer
IT	Java Programmer
IT	LAN/WAN Administrator
IT	Mainframe Capacity Study
IT	Management Information Specialist
IT	MS SQL Server Administrator
IT	Oracle Server Administrator
IT	Other Database Server Administrator
IT	PC LAN Technician
IT	Programmer Analyst II
IT	Programmer Analyst III
IT	Project Administrator
IT	Project Director
IT	Project Manager
IT	Quality Assurance Engineer
IT	Quality Assurance Manager
IT	Quality Assurance/systems Testing Analyst
IT	Security Engineer
IT	Server Based Computing Engineer
IT	Sr. EDP Planning Analyst
IT	Storage and Retrieval System Design
IT	System Architect
IT	Systems Project Manager
IT	Technical Support Specialist II
IT	Technical Support Specialist III
IT	Telecommunications Specialist II
IT	Telecommunications Specialist III
IT	UNIX System Administrator
IT	Visual Basic Developer I
IT	Visual Basic Developer II
IT	Visual Basic Developer III
IT	Web Content/Communications Manager
IT	WEB Site Developer
IT	WEWB Document Specialist



Position Title	Classification	Position Description, Skills & Knowledge
<b>Business Analyst I</b>	IT	<p><b>Business Analyst I:</b> Supports the Office of Enterprise Technology as portfolio coordinator. The Business Analyst is responsible for a full range of activities which ensures the operational effectiveness and excellence of the Projects Assigned. The Business Analyst will design and document workflow and make appropriate recommendations that will positively impact operational effectiveness. This position will track and analyze business unit trends and make appropriate recommendations that will positively impact the unit. The Business Analyst will be the functional expert on the specified application(s) he/she will be the sole point of contact between the business unit and OET. This job may include the following job duties and is not an all-inclusive list of all job duties that may be required. Employees will be required to perform other related duties as assigned. 1. Leads a number of key specific projects for OET with emphasis on project requirements gathering/specification, testing, quality assurance and user training; 2. Maintains the documentation, processes, guidelines and procedures of the Project Management methodology; 3. Partners with business units to complete project management activities to ensure successful completion of project needs; 4. Prepares project documentation as required; 5. Reviews and consolidates all final project documentation to ensure compliance with records retention schedules; 6. Collects and consolidates project summary. Minimum education and/or experience:</p> <ul style="list-style-type: none"> <li>• Bachelor's degree in Information Technology, Business Administration or related field , and</li> <li>• A minimum of 3 years of related business analysis</li> <li>• Experience serving as a liaison between the community and an IT organization required.</li> </ul>
<b>Business Analyst II (Corrections)</b>	IT	<p><b>Business Analyst II (Corrections):</b> The Business Analyst will be expected to perform business requirements gathering, workflow capture, review and documentation, process analysis and functional assessment by scheduling, interviewing and observing business and clinical staff in a correctional health work environment, INCLUDING WORKING INSIDE JAIL FACILITIES. The Business Analyst will also be able to organize, analyze, and present this information in written documents, graphics, tables, diagrams, and oral presentations to operational, technical and executive staff of the organization. This job may include the following job duties and is not an all-inclusive list of all job duties that may be required. Employees will be required to perform other related duties as assigned: 1. Leads key specific projects with an emphasis on project requirements gathering/specification, testing, quality assurance and user training; 2. Works with other technical and project groups to ensure that infrastructure/software application requirements are identified at an early stage, ensuring that new build requirements or expansions are captured, and plans produced for any upgrades/expansions and new build; 3. Must maintain requirements change requests and track gaps between commercial off the shelf vendor package software and business requirements specifications; 4. Maintains the documentation, processes, guidelines, and procedures of the project management methodology including infrastructure procedures and protocols for the smooth operation of the day-to-day business; 5. Prepares project documentation as required; champion the production of business cases for software development or migration; 6. Reviews and consolidates all final project documentation to ensure compliance with records retention schedules; 7. Partners with business, clinical, quality and utilization teams to complete project management activities to ensure successful completion of project needs; 8. Collects, prepares, reviews and consolidates project documents, summaries and all final project documentation to ensure compliance. Minimum education and/or experience:</p> <ul style="list-style-type: none"> <li>• Bachelor's degree in Information Technology, Business Administration or related field.</li> <li>• At least (5) five years of business systems analysis experience and (3) years of experience in a healthcare</li> </ul>
<b>C++ Programmer</b>	IT	<p><b>C++ Programmer:</b> Responsibilities include designing, developing, testing, and implementing C/C++ object-oriented applications and subsystems using established object-oriented methodologies and RDBMS technologies. Experience with Microsoft's Visual C++ and the Microsoft Foundation Classes is required. Must have a minimum of 2-years of hands-on C++ application and subsystem development experience using Visual C++. Must have experience using an established object-oriented methodology (e.g., Booch, Rumbaugh, Coad-Yourdon, etc.), and an excellent working knowledge of RDBMS technologies, ODBC, and data modeling. Experience must include the development of database applications, DLLs, and ActiveX DLLs. Experience developing COM, DCOM, COM+, and OCX controls is desirable.</p>
<b>CADD Technician I</b>	IT	<p><b>CADD Technician I:</b> Under supervision, performs detailing and design work of routine difficulty utilizing Computer Aided Design and Detailing. Is responsible for preparation of plans and details utilizing Microstation CADD work stations in applying standard designing and drafting methods and techniques, calculation and documentation of quantities, coordinate geometry applications of horizontal and vertical alignments, interpretation and application of survey data, pavement markings, sign design, traffic control, quantity takeoffs, cost estimation, field reconnaissance, etc. Knowledge of drafting, design and construction standards applied to the preparation of a variety of construction plans (including but not limited to highway/traffic design) as required by the customer, Knowledge of methods, procedures and techniques used in analyzing and interpreting a variety of data such as field surveys, aerial photographs and maps, Skill in interpreting, utilizing and verifying the accuracy of data, Skill in verbal, graphical and written communication, Two years relevant CADD experience required.</p>

<b>CADD Technician II</b>	IT	<b>CADD Technician II:</b> Under general supervision, exercises considerable independent and discretionary judgement within policies and procedures. Performs detailing and design work of moderately complex difficulty utilizing Computer Aided Design and Detailing. Is responsible for preparation of plans and details utilizing Microstation CADD work stations in applying standard designing and drafting methods and techniques, calculation and documentation of quantities, coordinate geometry applications of horizontal and vertical alignments, interpretation and application of survey data, pavement markings, sign design, traffic control, quantity takeoffs, cost estimation, field reconnaissance, etc. Knowledge of drafting, design and construction standards applied to the preparation of a variety of construction plans (including but not limited to highway/traffic design) as required by the customer, Knowledge of methods, procedures and techniques used in analyzing and interpreting a variety of data such as field surveys, aerial
<b>CADD Technician III</b>	IT	<b>CADD Technician III:</b> Under general supervision, exercises considerable independent and discretionary judgement within policies and procedures. Performs detailing and complex design work of moderately complex difficulty utilizing Computer Aided Design and Detailing. Is responsible for preparation of plans and details utilizing Microstation CADD work stations in applying standard designing and drafting methods and techniques, calculation and documentation of quantities, coordinate geometry applications of horizontal and vertical alignments, interpretation and application of survey data, pavement markings, sign design, traffic control, quantity takeoffs, cost estimation, field reconnaissance, etc. Knowledge of drafting, design and construction standards applied to the preparation of a variety of construction plans (including but not limited to highway/traffic design) as required by the customer, Knowledge of methods, procedures and techniques used in analyzing and interpreting a variety of data such as field surveys, aerial photographs and maps, Skill in interpreting, utilizing and verifying the accuracy of data, Skill in verbal, graphical and written communication, Two years Traffic Design experience performing complex work with minimal supervision required, Has significant experience in SIGNCAD and sign design software.
<b>Client/Server Specialist</b>	IT	<b>Client/Server Specialist:</b> Serves as an experienced client/server applications programmer/analyst in designing, developing, testing, and implementing client/server programs. Is responsible for design & development of C/S application programs. Develops code, tests and implements those programs. Assists in setting C/S application standards. Has good experience designing and developing application programs using object-oriented methodologies. Good working knowledge of RDBMS technologies, ODBC and data modeling. Good knowledge of two and three-tier client/server systems, Visual Basic or Powerbuilder programming languages.
<b>Computer Operator</b>	IT	<b>Computer Operator:</b> Performs a full range of journeyman level work in operations of a data center that includes multiple computer and peripheral equipment operations on a large scale mainframe system oriented computer in which two or more jobs are processed concurrently under the control of the operating system, serves as the operator responsible for production cycles, saves and backs up, restores data, traces and corrects operator or machine errors as required or directed. Requires a minimum of 3 years experience operating computer equipment and peripherals in a full multi-function data center.
<b>Data Communications Network Analyst</b>	IT	<b>Data Communications Network Analyst:</b> Provides technical support to the network operation of large data communications networks; analyzes and resolves network problems; monitors network operations' efficiency; writes network documentation procedures and enhancements. Must have experience in the configuration, installation, testing, administration, and troubleshooting of CISCO routers and switches, and Nortel routers and switches. Must have experience with network management tools such as Cabletron Spectrum, CiscoWorks 2000, and Concord Network Health, Sniffer, and IBM NetView. Must have experience with SNA, TCP/IP, IPX/SPX, and other network protocols, as well as, network gateway systems. Must be well versed in the planning, designing, developing, and deploying of network security systems that would include, but not be limited to internetworking. Work performed must adhere to State network addressing and security standards. May act as lead.
<b>Data Processing Operations Control</b>	IT	<b>Data Processing Operations Control:</b> Supervises input/output control of a data processing installation by supervising the data control function in a data processing installation which includes an magnetic records library on one or more shifts; or supervises a shift of data control activities in a major installation having considerable batch and on-line processing, multiple user interface and coordination responsibilities. A minimum of 3 years experience in support of a large multi-functional system-oriented computer center analyzing and resolving operational problems associated with tape libraries and job scheduling and control.

<b>Data Processing Planning Analyst II</b>	IT	<b>Data Processing Planning Analyst II:</b> Under direction, performs work of considerable difficulty in coordinating and supervising the analysis of computer installation resources and needs, and the preparation of appropriate plans to meet future needs; and performs related work as required. 5+ years of technical experience using specified software packages/products in development/maintenance projects. Provides programming and design services in developing applications. Ability to understand functional requirements and design data models/applications accordingly. Ability to lead JAD sessions and conduct client interviews to gather technical and business requirements.
<b>Data Warehouse Developer</b>	IT	<b>Data Warehouse Developer:</b> Will utilize project leadership and business/system analysis skills providing expertise in Data Warehouse design and decision support. Design dimensional data models to create star schemas/data warehousing repositories. Familiarity with Data Warehouse modeling tools. 3 to 5 years experience in data warehousing, datamarts, definitions, OLAP, report writers, data mining tools, SQL, and layouts.
<b>Database Administrator</b>	IT	<b>Database Administrator:</b> This position designs, installs and administers relational database management systems (RDBMS), ensures implementation of backup and recovery procedures, monitors database performance and resource consumption. Works independently on or leads large, complex database projects. Configures and maintains database management systems. Provides technical expertise to less experienced database administrators, develops and monitors procedures for maintaining and updating organizational metadata. Provides technical assistance and consultation to applications developers who create and maintain applications using RDBMS's. Assist technical infrastructure staff in resolving problems between the operating system, hardware, integration points and the database management system. Participates in and influences the direction of the overall automation architecture. Bachelor's degree in Information Technology or Computer Science and 5 years of progressively responsible programming experience or an equivalent combination of training and experience. Some positions may require a valid driver's license.
<b>Database Manager</b>	IT	<b>Database Manager:</b> Responsible for all activities in the designing, planning, analyzing, implementing, and maintaining of major data base facilities and support systems involving complex structures. Directs, reviews, and evaluates work of subordinates in data base policies and procedures, technical problems, priorities, and methods. Minimum of 3 years database administration and 6 years of relational database experience. College level training in relational database design theory. Solid understanding of relational database internals (memory structures, distributed architecture, client architecture, parallel server, locking mechanisms). Complete understanding of technical concepts, including database startup and shutdown options, create and manage indexes, diagnose and resolve locking conflicts, understand and use data dictionary tables and views. Working knowledge of disaster recovery, replication servers, and other database maintenance tools. Experience designing, implementing, and maintaining high transaction volume databases. A detail-oriented, problem-solving attitude, strong time management skills, and effective oral and written communication skills required. Knowledge of data warehouse architecture.
<b>Database Modeler</b>	IT	<b>Database Modeler:</b> Perform logical & conceptual Data Modeling functions and collect business data requirements in order to design functional/logical and physical databases. Shall have 4 to 6 years of strong Data Management/Modeling experience working on corporate enterprise-wide relational databases (Oracle, SQL, Server, Informaix, Sybase, etc), Background should demonstrate ability in: 1) Full life cycle application database project design , development and implementation, 2) Systems analysis experience including requirements gathering and documentation, 3) Process and standards creation and implementation, 4) Facilitation of Design Session, 5) Logical Data Modeling (Case Tool exp. desired), Must possess superior oral & written communication skills as well as excellent interpersonal skills.
<b>Database Specialist II</b>	IT	<b>Database Specialist II:</b> Performs work of moderate difficulty in planning, analyzing, implementing, and maintaining data base facilities. A minimum of 2 years experience under general supervision, performs tasks associated with database software programming, design or performance analysis to enhance the productivity of structured database installations. Investigates and maintains database integrity and takes or recommends corrective action to resolve technical problems.

<b>Database Specialist III</b>	IT	<b>Database Specialist III:</b> Performs work of considerable difficulty in planning, analyzing, implementing and maintaining major data base facilities involving complex structures. Possesses at least 3 years experience at a journeyman level, and under minimum supervision, plans, analyzes and maintains major database facilities involving complex systems. Either serves as a technical expert over complex database structures or as a project leader is involved in all aspects of database structures, performance, integrity, recovery, standards and interface requirements.
<b>Development Manager</b>	IT	<b>Development Manager:</b> Serves as the "hands-on" manager of an IT development project, responsible for managing a project team involved in the design and implementation of a data processing system (et al), Oversees all aspects of project development from the initial design to the project implementation, Responsible for the quality and timeliness of project deliverables as well as constant communication with other IT management and key customers, Supervisory experience of at least a 3 member staff of application programmers or analysts, excellent oral and written communication skills required.
<b>Documentation Specialist</b>	IT	<b>Documentation Specialist:</b> Responsible for supporting systems projects by preparing and/or maintaining user guides, installation guides, systems documentation, operational manuals and generating standards for systems. 3+ years experience as a technical writer, editor or similar category. Strong written skills with the ability to adapt output to targeted audience (i.e., executive level, technical level, end-user).
<b>E-Commerce Solutions Architect</b>	IT	<b>E-Commerce Solutions Architect:</b> Designing and developing webbased software solutions, experience in development languages such as Java, HTML, Java Script, Visual Basic and C++. Aide in creating systems architecture and design system environments across multiple platforms in an e-commerce environment. Experience with designing component based Intranet, Extranet or Internet solutions. 3+ years experience with MS Architecture including Windows NT, Visual Studio, InterDev, ASP/IIS, Active X, Remote Access Server, Transaction Server, DCOM and a working knowledge of Microsoft Commerce Server are required.
<b>EDP Planning Analyst</b>	IT	<b>EDP Planning Analyst:</b> Serves as a member of an EDP planning team for the creation of IT strategic and tactical plans, Responsible to perform the analysis of current computer installation resources and project the future needs of the IT department based upon customer projected requirements, Gathers information from IT and customer, Creates planning documents as directed, Conducts presentations as directed, Has significant experience in the creation, analysis, review and revision of application data models and entity relationship diagrams, Must have excellent interview skills as well as oral and written communication skills, Experience in EDP project management.
<b>GISs Specialist</b>	IT	<b>GIS Specialist:</b> Serves as programmer/analyst in developing and implementing GIS applications. Writes, tests and documents software for spatial data creation, maintenance and analysis. Adds new data and manipulates existing data in multiple work files. Analyzes and resolves database and software problems. Produces maps and other GIS products. Has significant experience and knowledge of geographic and cartographic techniques and mathematics. Has significant experience in geographic data processing and analysis. Has good knowledge of GIS database structures.
<b>Internet Application Developer</b>	IT	<b>Internet Application Developer:</b> Build user interface applications and back-end database using various programming and scripting languages, author complex Web pages, assist in project planning and Web site design. Must be able to create technical methodologies for engineering solutions to Web-based development problems. Determine new Web technologies to utilize, such as browsers, languages, and plug-ins, based on organization's needs. Make suggestions on creating Web-based technical standards for specific Web sites and the organization a whole. 3+ years in ASP Development, Web Design, SQL Scripting, Visual Basic, Visual InterDev, MS SQL, Visual Basic, ASP, Java, HTML/DHTML/XML, CGI, C/C++.

<p><b>Java Programmer</b></p>	<p>IT</p>	<p><b>Java Programmer:</b> Responsibilities include designing, developing, testing, and implementing Java object-oriented applications and applets using established object-oriented methodologies. Must have experience with a major Java-based integrated development environment (e.g., IBM Visual Age, Symantec Visual Cafe, Microsoft Visual J++, etc.) is required. Must have a minimum of 2 years of hand-on Java application and applet development experience using integrated development environments. Must have experience using an established object-oriented methodology (e.g., Booch, Rumbaugh, Coad-Yourdon, etc.). Experience must include the development of stand-alone and web-based applications utilizing AWT, Swing, JDBC, JSP and servlets. Must also have experience in Java 1.0.2, Java 1.1.x, and developing applications that make use of the Java 1.1 Event Model. Experience deploying web-based Java applications in both UNIX/Netscape Enterprise, and Windows NT/Microsoft IIS environments desirable.</p>
<p><b>LAN/WAN Administrator</b></p>	<p>IT</p>	<p><b>LAN/WAN Administrator:</b> Provides technical hardware and software support at the Senior Level for Local and Wide Area Network installations. Must have experience in moving, adding, changing, and deleting to network resources in local/wide area network environments. Resources to be administered includes, but are not limited to, system security (i.e user profiles), application software, and device setup (e.g. printers, displays, mice). Other duties will include providing customer support, assisting with network troubleshooting, developing network, capacity plans, coordinating activities with other network managers and administrators, and otherwise ensuring the smooth operation of the LAN/WAN system. Must have a minimum of 3 years experience with network administration tools, software, operating systems and hardware components. Demonstrated ability to effectively interface with end users at all levels of the organization as well as the various network support specialists and vendors supporting the network.</p>
<p><b>Mainframe Capacity Study</b></p>	<p>IT</p>	<p><b>Mainframe Capacity Study:</b> Will be responsible for analysis and formal reporting of current and future projections of mainframe capacity including direct access storage units, magnetic tape, Mips capacity, and other elements affecting mainframe capacity usage. Background should include 5+ years of capacity planning in a medium to large size mainframe shop. Good writing ability along with the use of graphic charts for presentation to middle and upper management.</p>
<p><b>Management Information Specialist</b></p>	<p>IT</p>	<p><b>Management Information Specialist:</b> Represents as user liaison representative, the agency and division with the central data processing division for the planning, design, development and implementation of new or revised data and word processing systems. Minimum of 2 years experience as an analyst or specialist emphasizing liaison between end users and information technology professionals and managers.</p>
<p><b>MS SQL Server Administrator</b></p>	<p>IT</p>	<p><b>MS SQL Server Administrator:</b> Responsible for security, modeling, metadata collection and maintenance; installation; performance monitoring and tuning; capacity and fault tolerance planning; and database recovery. Recommended 3 years of SQL Server experience and 6 years of relational database experience. MS-SQL Server 6.5, MS-SQL Server 7.0 and MS-SQL 2000, Database Replication, Clustering, Windows NT Server 4.0 and 2000 administration, VB Database programming skills, fault tolerance and experience with performance monitoring and tuning. College level training in relational database design theory with knowledge of data warehouse architecture a plus.</p>
<p><b>Oracle Server Administrator</b></p>	<p>IT</p>	<p><b>Oracle Server Administrator:</b> Responsible for maintenance; installation; upgrades; performance monitoring and tuning; capacity and fault tolerance planning; data integrity; and database recovery. Minimum of 3 years Oracle database administration and 6 years of relational database experience.. Solid understanding of Oracle internals (memory structures, distributed architecture, client architecture, parallel server, locking mechanisms). Complete understanding of technical Oracle concepts, including database startup and shutdown options, create and manage indexes, diagnose and resolve locking conflicts, understand and use data dictionary tables and views. Working knowledge of disaster recovery, replication servers, and other database maintenance tools. Experience designing, implementing, and maintaining high transaction volume databases. A detail-oriented, problem-solving attitude, strong time management skills, and effective oral and written communication skills required.</p>

<p><b>Other Database Server Administrator</b></p>	<p>IT</p>	<p><b>Other Database Server Administrator:</b> Responsible for maintenance; installation; upgrades; performance monitoring and tuning; capacity and fault tolerance planning; data integrity; and database recovery. Minimum of 3 years database administration experience and 6 years of relational database experience. Solid understanding of other database administrator internals (memory structures, distributed architecture, client architecture, parallel server, locking mechanisms). Complete understanding of technical other database administrator concepts, including database startup and shutdown options, create and manage indexes, diagnose and resolve locking conflicts, understand and use data dictionary tables and views. Working knowledge of disaster recovery, replication servers, and other database maintenance tools. Experience designing, implementing, and maintaining high transaction volume databases. A detail-oriented, problem-solving attitude, strong time management skills, and effective oral and written communication skills required.</p>
<p><b>PC LAN Technician</b></p>	<p>IT</p>	<p><b>PC LAN Technician:</b> Serves as a PC technician for standalone and networked PCs and printers. Analyzes and resolves PC and printer problems and issues. Shares technical information to peers, supervisors and others. Advises team on PC standards. Creates documentation as appropriate. Has significant experience in installing and supporting network PCs and printers. Experienced with configuring/installing a PC onto a NT network. Experienced in troubleshooting PC-related problems.</p>
<p><b>Programmer Analyst II</b></p>	<p>IT</p>	<p><b>Programmer Analyst II:</b> Under general supervision, performs applications programming and related tasks of considerable difficulty; may perform limited systems analysis work; participate in projects of moderate difficulty requiring user contact and the modification or design of computer systems; and performs related work as required. 2+ years experience in data processing, including program coding, debugging and documentation. The skill set is responsible for developing complex code, test scripts, fixing bugs and adherence to programming and technical standards.</p>
<p><b>Programmer Analyst III</b></p>	<p>IT</p>	<p><b>Programmer Analyst III:</b> Under general supervision, performs applications programming work of considerable difficulty involving the most complex scientific, engineering and/or mathematical problems; or performs system analysis and application programming work of considerable difficulty requiring user contact and the modification and design of computer systems; and performs related work as required. 4+ years experience in data processing, including program coding, debugging and documentation. The skill set is responsible for performing a range of functions in areas such as complex application systems design, applications programming, conversion, implementation, performance measurement and evaluation.</p>
<p><b>Project Administrator</b></p>	<p>IT</p>	<p><b>Project Administrator:</b> Serves as chief coordinator for all activities in multiple IT projects, Responsible for the accurate allocation of funding and paying invoices, Ensures that procurement and personnel rules are followed, Interfaces with the Project Manager or Development Manager of each project regarding deliverables, financial issues, documentation, etc, Has a strong understanding and experience in all the elements of project administration, Has demonstrated excellent organizational skills in a large IT department or large, complex IT projects, excellent oral and written communication skills required.</p>
<p><b>Project Director</b></p>	<p>IT</p>	<p><b>Project Director:</b> Serves at an executive level with customer CIO for the purpose of establishing goals, directives, and priorities with executive management, Initiates or assists in securing funding and resources, Provides direction for major project development and implementation planning and decisions, Establishes IT project operational criteria and direction, Background should include a history of engagements with large private or public entities whereby this individual was responsible for setting goals and priorities, Strong project management experience required.</p>
<p><b>Project Manager</b></p>	<p>IT</p>	<p><b>Project Manager:</b> Serves as the general IT Project Manager over very large or multiple IT projects, Responsible for managing development or operational or maintenance or enhancement project teams for major data processing systems (et al), Interfaces with both IT and customer management personnel, Ensures that project objectives and target dates are achieved, Minimum of 4 years experience in planning, managing and implementing IT projects, excellent oral and written communications skills required.</p>
<p><b>Quality Assurance Engineer</b></p>	<p>IT</p>	<p><b>Quality Assurance Engineer:</b> Serves as an experienced quality assurance staff member. Is responsible for the quality of IT products and services. Assists in creating quality assurance procedures. Organizes testing and identifies failures and quality checkpoints. Updates documentation as appropriate. Is very knowledgeable in quality assurance testing, QA methods and procedures. Experienced with creating quality assurance documentation. Has good judgement in identifying significant and insignificant quality problems.</p>

<p><b>Quality Assurance Manager</b></p>	<p>IT</p>	<p><b>Quality Assurance Manager:</b> Serves as a manager overseeing a program and staff dedicated to ensuring that quality IT products and services are delivered. Is responsible for quality assurance procedures, testing and managing the QA staff and ensures that QA procedures are current with standards. Works with other IT managers to develop priorities, test plans and determine target dates. Gives directions to staff regarding QA procedures and testing methodology. Has 5+ years experience working with Quality Assurance teams. Is very knowledgeable in quality assurance testing, QA methods and procedures. Has experience in supervising a QA staff. Excellent written communication, verbal communication and team-building skills.</p>
<p><b>Quality Assurance / Systems Testing Analyst</b></p>	<p>IT</p>	<p><b>Quality Assurance/Systems Testing Analyst:</b> Serves as a quality assurance analyst. Is responsible for the quality of IT products and services. Follows all quality assurance procedures. Organizes own testing scenarios and identifies failures and quality checkpoints. Experienced in writing quality assurance documentation. Updates documentation as appropriate. Is knowledgeable in quality assurance testing, QA methods and procedures. Organized, thorough, and is disciplined in following procedures. Has good judgement in identifying significant and insignificant quality problems.</p>
<p><b>Security Engineer</b></p>	<p>IT</p>	<p><b>Security Engineer:</b> Is responsible for determining what security configurations are most suitable, establish a baseline security policy to enforce firewall and network policies, and configure security for medium to high complexity networks. Must be able to produce technical and process recommendations, perform network and infrastructure reviews, conduct intrusion tests, work alone to identify client infrastructure and networking security issues, produce and deliver reports to drive action, and work with a team to resolve infrastructure and network security issues. Must have 3-5 years of computer network and Internet security engineering with demonstrable experience in security system troubleshooting and implementation. Must have in-depth knowledge of Microsoft Windows NT and its networking infrastructure, and a working knowledge of UNIX. Should have knowledge and experience in the following areas for medium to large scale networks: configuration of routers &amp; switches, firewall architectures, TCP/IP, Routing Protocols, Internet Protocols, Wireless (802.11x), VPNs, encryption methods and products, intrusion detection devices, troubleshooting experience using protocol analyzers, Internet security scanners, and cracker programs.</p>
<p><b>Server Based Computing Engineer</b></p>	<p>IT</p>	<p><b>Server Based Computing Engineer:</b> Required to maintain/update large-scale enterprise class Windows NT and Citrix MetaFrame systems. Engineers must have a thorough knowledge of thin client technologies - as they apply to initial systems reviews and recommendations, application testing, scalability, redundancy, security and remote access. Engineers must have experience with Microsoft Windows NT 4.0 Terminal Server Edition, Microsoft Windows 2000 Advanced Server, Citrix MetaFrame for Windows Terminal Server 4.0, Citrix MetaFrame for Windows 2000, Citrix Resource Management Services, Citrix Load Balancing Services and Citrix Installation Management Services.</p>
<p><b>Sr. EDP Planning Analyst</b></p>	<p>IT</p>	<p><b>Sr. EDP Planning Analyst:</b> Serves as the lead individual in creating IT strategic and tactical plans, Responsible to coordinate and supervise the analysis of current computer installation resources and project the future needs of the IT department based upon customer projected requirements, Gathers information from IT and customer, Coordinates staff activities, Creates planning documents as directed, Makes presentations as directed, Has significant experience in the creation, analysis, review and revision of application data models and entity relationship diagrams, Must have excellent interview skills as well as oral and written communication skills, Experience in EDP project management.</p>
<p><b>Storage and Retrieval System Design</b></p>	<p>IT</p>	<p><b>Storage and Retrieval System Design:</b> Perform senior level work in the application of computing and communications hardware and software to the automation of data center processes, analysis and information transfer. Assignments require broad knowledge of Computer Storage and Retrieval Systems including Storage Area Networks and RAID Technology. Direct experience in the design and installation of storage and retrieval systems across multiple complex computing systems.</p>

<p><b>System Architect</b></p>	<p>IT</p>	<p><b>System Architect:</b> Will be responsible for analysis, design, project execution and implementation of project architecture. Will serve as a technical expert for clients and in certain areas such as databases, component layer and presentation layer primarily through project execution. Will supervise the training of team members in various technologies and ensure that members are utilized on projects in a manner that balances professional growth with project effectiveness. Background should include 5+ years hands-on software development experience in the Windows environment, n-tier development experience, 2+ years of experience in a complex architectural environment (multiple products within a product line, one very complex product, etc.), experience in Windows NT 4.x internals, VB/MFC/COM, TCP/IP, firewalls. Experience in Java and HTML is a plus. Experience supporting Microsoft Internet Information Server or Site Server is a plus. MS in Computer Science or equivalent experience is required.</p>
<p><b>Systems Project Manager</b></p>	<p>IT</p>	<p><b>Systems Project Manager:</b> Under direction, is responsible for managing project teams involved in the planning, installation, design and implementation of major data processing systems; and performs related work as required. A minimum of 5 years experience managing all phases of the system development life cycle for all types of information technology projects that are typically found in a Fortune 500 Company. The proposed manager must have experience with using formal methodologies and tools in the management of IT projects. Preference to project management experience in a Government environment.</p>
<p><b>Technical Support Specialist II</b></p>	<p>IT</p>	<p><b>Technical Support Specialist II:</b> Under general supervision, is responsible for work of average difficulty in the design, installation, modification and/or maintenance of IBM OS/390 system software, and other operating systems; participates in the programming and testing of major systems; and performs related work as required. Subsystems to include: OS/390, JES2, IMS DB/DC, CICS, DB2, Open Systems, ACF/VTAM and related OS/390 third-party software packages; Bull, HP, UNIX, AIX, etc.</p>
<p><b>Technical Support Specialist III</b></p>	<p>IT</p>	<p><b>Technical Support Specialist III:</b> Under direction, is responsible for work of considerable difficulty supervising a group of technical support specialists engaged in a wide variety of technical support activities; or serving as a project leader over technical support staff in major systems design and modifications of a large, complex OS/390 operations, or other operating systems; or as the technical advisor with expertise in all systems support areas to coordinate integration and development of diverse systems: and performs related work as required. Subsystems to include: OS/390, JES2, IMS DB/DC, CICS, DB2, Open Systems, ACF/VTAM and related OS/390 third-party software packages; Bull, HP, UNIX, AIX, etc.</p>
<p><b>Telecommunications Specialist II</b></p>	<p>IT</p>	<p><b>Telecommunications Specialist II:</b> Performs analysis and design work of moderate difficulty to design, develop, operate, and maintain high-speed voice and data telecommunications network facilities; including links, switching systems, and network monitoring and control facilities. 3 years experience under general supervision performing journeyman level work of considerable difficulty maintaining all aspects of telecommunications systems. This includes installation and maintenance of hardware and software components found in modern telecommunications systems and networks.</p>
<p><b>Telecommunications Specialist III</b></p>	<p>IT</p>	<p><b>Telecommunications Specialist III:</b> Performs work of considerable difficulty in the design, development, operation, and maintenance of high-speed voice and data telecommunications network facilities, including links, switching systems, and network monitoring and control facilities. 5 years experience performing analysis and design work of high complexity to design, develop, operate and maintain high speed voice and data telecommunications network facilities. Conduct studies, analyzes needs, develops specifications and makes recommendations on acquisition of hardware and software.</p>



<p><b>UNIX System Administrator</b></p>	<p>IT</p>	<p><b>UNIX System Administrator:</b> Under direction, is responsible for work of considerable difficulty supervising a group of technical support specialists engaged in a wide variety of technical support activities; or serving as a project leader over technical support staff in major systems design and modifications at a large, complex mainframe or distributed server operations; or as the technical advisor with expertise in all systems support areas to coordinate integration and development of diverse systems: and performs related work as required. Sub-systems may include: IBM AIX, or IBM AIX compatible, or SUN, or Hewlett Packard, and related, third-party software. Administrators must be fluent in UNIX networking, security, data management, and hardware maintenance. Security experience must include integrating UNIX into heterogeneous networks, setting up and maintaining user accounts and groups, shadowing, and auditing. Data mgmt includes adding and removing storage devices, implementation, maintenance and auditing of backup schemas.</p>
<p><b>Visual Basic Developer I</b></p>	<p>IT</p>	<p><b>Visual Basic Developer I:</b> Will be responsible for developing code (hands-on), providing technical support to external and internal customers/users. Hands-on development ability in Visual Basic; object oriented design and analysis ability; database familiarity. Strong Visual Basic coding skills, knowledge and use of visual modeling, to testing and change management. Quality assurance principles in coding. 2+ years experience in application development, 1+ years experience with Visual Basic (must include current version). Must have experience with SQL Server 6.5/7.0, ADO, Active X, COM+ and RDO.</p>
<p><b>Visual Basic Developer II</b></p>	<p>IT</p>	<p><b>Visual Basic Developer II:</b> Will be responsible for requirement gathering and definition, design, development, programming and implementation. Will be responsible for developing code (hands-on), providing technical support to external and internal customers/users, while mentoring less experienced developers. Hands-on development ability in Visual Basic; object oriented design and analysis ability; database familiarity; networking experience. Strong Visual Basic coding skills. Extensive knowledge in software tools to support best practices in order to accelerate time-to-completion and deliver high quality software. Quality assurance principles in all phases of the project life cycle. 3+ years experience in application development, 2+ years experience with Visual Basic (must include current version). Must have experience with SQL Server 6.5/7.0, ADO, Active X, COM+, RDO, Win 32 API and MCSD.</p>
<p><b>Visual Basic Developer III</b></p>	<p>IT</p>	<p><b>Visual Basic Developer III:</b> Will be responsible for requirement gathering and definition, design, development, programming and implementation. Will be responsible for developing code (hands-on), providing technical support to external and internal customers/users, while mentoring less experienced developers and providing technical project lead support. Hands-on development ability in Visual Basic; object oriented design and analysis ability; experience with Internet/Intranet development; database familiarity; networking experience. Strong Visual Basic coding skills, knowledge and use of visual modeling, to testing and change management. Extensive knowledge in software tools to support best practices in order to accelerate time-to-completion and deliver high quality software. Quality assurance principles in all phases of the project life cycle are required. 5+ years experience in application development, 3+ years experience with Visual Basic (must include current version). Must have 2+ years experience with SQL Server 6.5/7.0, ADO, Active X, COM+, RDO, Win 32 API and certification as an MCSD a plus.</p>
<p><b>Web Content / Communications Manager</b></p>	<p>IT</p>	<p><b>Web Content/Communications Manager:</b> Performs work for the necessary development of Policy, Procedures and Standards regarding building and maintaining a website (incl. intranet) presence, Must be able to work with multiple internal managers as well as the CIO, Meet with department contacts to continue development of their sites, Working with graphic designers to develop web friendly "home page" graphics, assisting content owners to use Web conversion tools to convert documents to HTML, Creating graphics for lower level pages, Meeting with Intranet Steering Committee as directed, Heading a Web Developers Group for Customers as directed, Working with Internet Services Group within IT to develop interactive databases on Intranet, Working with team to market Intranet through promotional items, Delivering presentations to outside visitors about company Intranet, Using Adobe Acrobat to deliver forms through Intranet, writing technical user guides, etc, Communicate with all departments "real time" information, Shall have solid knowledge of HTML coding, keep up to date on web technologies, extensive experience creating graphics (incl. Adobe Acrobat), hands-on experience with Web conversion tools, prior content/Intranet management experience, corporate communication skills and writing skills.</p>

<p><b>WEB Site Developer</b></p>	<p><b>IT</b></p>	<p><b>WEB Site Developer:</b> Utilizes various graphical software tools and technologies to transform graphical concepts into specific web pages. Implements existing site design and branding standards and guidelines into new and existing sites. Ensures that all page and site design is based on human factors best practices. Integrates graphics, images, text and advanced media into the graphical design of web pages. Makes changes to web site based on feedback from peers and Customers. Must have 2 years of technical graphic design or web development experience. Knowledge of DHTML, VBScript, JavaScript, Visual InterDev, FrontPage a plus.</p>
<p><b>WEWB Document Specialist</b></p>	<p><b>IT</b></p>	<p><b>WEB Document Specialist:</b> Responsible for development of Web site document pages through programming in HTML and upload of pages onto the site, and integrates multimedia assets/applications into the site. Integrates new technologies into the WEB environment. Maintains cross-platform and cross-browser compatibility. Maintains and supports the department's Disaster Recovery Scheme for Web hardware and software along with performing specially assigned duties. Is responsible for total quality management of the site including evaluation of links and usability, and for achieving department's production metrics for WEB environment. Assists the IS development team with the implementation of new WEB applications. Generates periodic and utilization reports. Job requires at least 2 yrs experience with document conversion and HTML, coding, with UNIX, Shell and Perl scripting a plus, CGI programming and/or Java scripting a plus, Light UNIX admin experience a plus. Responsible for performing HTML coding/document conversion, training staff to assist with document conversion, ensure automated generation and posting of reports to web pages, work with internal employees on issues related to site, ( translate business needs to WEB site capability ). Develop, document and implement policies and procedures related to external site. Added duties: Answer, route, and track inquires and e-mail, maintain WEB server software, perform upgrades, evaluate functionality, work directly with system administrator to maintain and enhance WEB server platforms.</p>

**ATTACHMENT C**

**Maricopa County**  
**Serial 16111-RFP: Staffing Services and Related Services and Solutions**  
**Attachment A-3**  
**Pricing Sheet**  
**IT**

<b>Service</b>	<b>Level / Description</b>	<b>Days to Receive Test results</b>	<b>Unit Cost (\$ / each</b>
<b>Criminal Check</b>	State		
	National		
<b>DMV</b>	State		
	National		
<b>Credit Check</b>	Trans-Union/TRW/Equifax		
<b>Employment History Verification</b>	Past 5 years		
<b>Education Verification</b>	College, Trade & High School		
<b>Sexual Offender Registry</b>	State		
	National		
<b>Alcohol Test</b>	Qed A150		
<b>Drug Testing - 5 Panel</b>	Instant Technology Insta-Check 5		
<b>Drug Testing - 10 Panel</b>	Instant Technology Insta-Check 10		
<b>Tuberculosis Test</b>	Skin Test		
<b>Please add any other testing services offered by your company such as personality testing, etc. Use more spaces as necessary.</b>			

**EXHIBIT A-5****DIRECT PLACEMENT FEES**

~~I. Conversion Fees~~

~~II. Direct Placement Fees~~

~~III. Assessment Testing and Evaluations~~

~~IV. Payroll Service Rates by State (See EXHIBIT A-4)~~

~~I. Conversion Fees:~~

~~Conversion Fees: A participating public agency may hire any temporary employee without a conversion fee after 90 days (520 hours) for any Clerical/Administrative, Call Center/CSR, Food Related Services, Industrial/Laborer, Trades personnel OR 180 days (1040 hours) for all other classifications as listed in pricing sheets B, C and D.~~

~~If an agency hires a temporary worker prior to 520 hours or 1040 hours, respectively, mentioned above, a conversion fee will be charged. The conversion fee shall be equal to 160 hours times the temporary employee's straight time hourly rate.~~

~~II. Direct Placement Fees:~~

~~Aero offers permanent hire services and is pleased to provide the following pricing for such services. Aero will bill a participating public agency a permanent hire services fee equivalent to 16% of the starting annual salary (including guaranteed compensation of any kind, but excluding variable compensation, e.g., performance based bonuses) at which the candidate recruited by Aero or its associate vendors is hired by the participating public agency. For purposes hereof, annual salary shall be defined as: hourly pay rate x 2080, or weekly pay rate x 52, or monthly pay rate x 12.~~

~~III. Assessment Testing and Evaluation:~~

~~Aero utilizes Kenexa Prove It! Skills Testing and Pre-Employment Assessments. Aero has access to the entire library of Kenexa assessment tests. All sub-contractors will also utilize the same tests when required. All tests are included in our pricing there are no additional fees for assessments~~

**EXHIBIT A-5**

**DIRECT PLACEMENT FEES**

**Conversion, Direct Placement and Assessment/Training**

As a part of the Acro MSP Program for Maricopa County the following additional terms are included:

- I. Conversion Fees**
- II. Direct Placement Fees**
- III. Assessment Testing and Evaluations**

**I. Conversion Fees:**

**Conversion Fees:** A participating public agency may hire any temporary employee without a conversion fee after 90 days (520 hours) for any Clerical/Administrative, Call Center/CSR, Food Related Services, Industrial/Laborer, Trades personnel OR 180 days (1040 hours) for all other classifications as listed in pricing sheets A 1, A 2 and A 3.

If an agency hires a temporary worker prior to 520 hours or 1040 hours, respectively, mentioned above, a conversion fee will be charged. The conversion fee shall be equal to 160 hours times the temporary employee's straight time hourly rate.

**II. Direct Placement Fees:**

Acro offers permanent hire services and is pleased to provide the following pricing for such services. Acro will bill a participating public agency a permanent hire services fee equivalent to 16% of the starting annual salary (including guaranteed compensation of any kind, but excluding variable compensation, e.g., performance based bonuses) at which the candidate recruited by Acro or its associate vendors is hired by the participating public agency. For purposes hereof, annual salary shall be defined as: hourly pay rate x 2080, or weekly pay rate x 52, or monthly pay rate x 12.

**III. Assessment Testing and Evaluation:**

Acro utilizes Kenexa Prove It! Skills Testing and Pre-Employment Assessments. Acro has access to the entire library of Kenexa assessment tests. All sub contractors will also utilize the same tests when required. All tests are included in our pricing there are no additional fees for assessments

**EXHIBIT B****SCOPE OF SERVICES STAFFING AND RELATED SERVICES****1.0 INTENT:****1.1 MASTER AGREEMENT (US COMMUNITIES):**

Maricopa County, AZ (herein "Lead Public Agency") on behalf of itself and all states, local governments, school districts, and higher education institutions in the United States of America, and other government agencies and nonprofit organizations (herein "Participating Public Agencies") is entering in contracts from qualified suppliers to enter into a Master Agreement for a complete line of Staffing Services and Related Services and Solutions (herein "Products and Services").

1.2 To establish a nationwide purchasing requirements contract with Staffing Services providers to provide all services in Section 2.0 of this document. This includes any proposed management tools available (see Section 2.14).

1.3 Other governmental entities under agreement with the County may have access to services provided hereunder (see Section 2.17 and 2.18 and Exhibit 6, MICPA).

1.4 The County reserves the right to add additional contractors, at the County's sole discretion, in cases where the currently listed contractors are of an insufficient number or skill-set to satisfy the County's needs or to ensure adequate competition on any project or task order work.

**2.0 SCOPE OF WORK:****2.1 GENERAL DEFINITION OF PRODUCTS AND/OR SERVICES:**

2.1.1 **Staffing Services** – The complete portfolio of staffing services available by Contractor. Including administrative staffing (administrative, professional, laborer, technical, trades, etc.), information technology staffing, medical staffing, and any other staffing services offered by Contractor.

2.1.2 **Managed Service Provider Solutions** – **The complete portfolio of managed service provider** solutions such as contingent workforce management strategy development, strategic vendor management technology, risk mitigation methods, employment compliance methods, rate and spend management (cost savings), efficient standard processes and workflow, staffing vendor selection and management, workforce utilization trends, in-depth program reporting and analytics, and any other managed service provider solutions offered by Contractor.

2.1.3 **Related Services and Solutions** – The complete range of related services and solutions offered by Contractor such as temporary-to-hire services, direct hire services, outsourcing solutions, career management consulting, independent contractor compliance/risk management, onsite management programs, recruitment process outsourcing, outplacement services, payroll services, and any other services and solutions offered by Contractor.

**2.2 SUBCONTRACTING AND TEAMING ARRANGEMENTS:**

The Contractor shall agree that all subcontractors will be bound by the rules and regulations contained in this contract.

2.2.1 Contractor may use Contractor's affiliates as subcontractors, or other subcontractors, to perform Contractor's services under this Contract, subject to Contractor remaining primarily responsible for its obligations under this Contract and ensuring that services are provided to the same extent that Contractor would have provided such services had

Contractor performed those services without the use of an affiliate or subcontractor. The Contractor shall ensure that any subcontractor or agent agrees to the same restrictions, conditions, and requirements that apply through this Contract to such subcontractors and agents. The Contractor shall keep the County informed concerning the performance of all the subcontractors.

- 2.2.2. Contractor may not have exclusive teaming arrangements and/or other contractual provisions that result in limiting or preventing full and fair competition.

2.3 **CONTRACTOR RESPONSIBILITIES:**

Contractor's employees shall be required to adhere to all work policies, procedures, and standards established by the County. The Contractor's employees shall conform in all respects with regard to physical, fire and security / safety regulations while on the County's premises. Contractor shall be responsible for obtaining all rules, regulations, policies, etc. from the County.

Contractor shall be responsible for the following:

- 2.3.1 Recruiting, hiring, and administering any evaluations and/or disciplinary actions, implementing any reassignments and/or terminations of contractor employees provided to the County by Contractor.
- 2.3.2 Maintaining a recruiting and hiring program that is in compliance with applicable federal and state employment laws and their implementing rules and regulations, including, but not limited to, Title VII of the Civil Rights Act of 1964 ("Title VII"), the Americans With Disabilities Act ("ADA"), the Age Discrimination in Employment Act ("ADEA"), the Fair Credit Reporting Act ("FCRA"), and the Arizona Employment Protection Act ("AEPA").
- 2.3.3 Performing background screening on all contractor employees provided to the County, to include screening of credentials, licensure, personal history, qualifications, work history, and references, as well as criminal background checks and fingerprinting as provided herein. Contractor shall ensure that all contractor employees possess all certifications and qualifications necessary to enable them to perform their assignments.
- 2.3.4 Administering periodic performance evaluations for each contractor employee provided under this contract.
- 2.3.5 Informing contractor employees that they are required to adhere to the policies and procedures of the County. Contractor and/or its designee shall promptly notify the applicable County agency of any human-resource-type issue raised by a contractor employee that may affect the County, such as threats of violence, harassment, discrimination or retaliation.
- 2.3.6 Providing contractor employees all of County's safety, drug/alcohol, work policies, anti-harassment, anti-discrimination and anti-retaliation policies and informing them that they are required to adhere to such policies. Contractor shall establish a complaint and/or reporting procedure for violations of policies and instruct contractor employees on the use of the procedure. Contractor shall obtain written acknowledgement from each contractor employee provided under this contract that she or he has read, understood and agrees to abide by those policies and procedures.
- 2.3.7 Providing harassment, discrimination, and retaliation training for all contractor employees provided under this contract. Contractor shall maintain a record of all such training.
- 2.3.8 Informing contractor employees in writing that they are employed by Contractor, not the County.

- 2.3.9 Notifying contractor employees in writing that the only benefits they will receive will be from Contractor, and that they are not entitled to any benefits from the County.
  - 2.3.10 Preparing and distributing an Employee Handbook to contractor employees that identifies and explains Contractor's policies and procedures that will be followed during the course of contractor employees' employment with Contractor.
  - 2.3.11 Informing contractor employees in writing that job-related illness/injury reports are to be made to Contractor. Contractor and/or its designee shall notify the applicable County agency within 24 hours of receipt of any such reports.
  - 2.3.12 Being solely responsible for, and holding County harmless from, all administrative employment matters regarding contractor employees including, but not limited to, all payroll and payroll income tax withholding matters; payment of workers' compensation premiums; funding of appropriate fringe benefit programs; and taking responsibility for and complying with (including offering coverage, if required) the Affordable Care Act with respect to its employees.
  - 2.3.13 Paying contractor employees in compliance with applicable wage and hour laws including, but not limited to, the Fair Labor Standards Act ("FLSA") and Arizona Labor Code. Contractor shall maintain complete and accurate records of all wages paid to its employees assigned to provide services to County. Contractor shall be exclusively responsible for and will comply with applicable law governing the reporting and payment of wages, and payroll-related and unemployment taxes attributable to wages paid to its employees assigned to provide services to County. INTERVIEW OF PROSPECTIVE PERSONNEL:
- 2.4 The County shall have the right to interview all prospective personnel and to accept or reject any or all based upon the required skills and the background and experience of each individual. A resume may be required upon request prior to an interview.
- 2.5 TRAINING:
- Referred personnel shall be immediately productive, requiring minimal training and orientation. In the event that extended training (over four (4) hours) is required, such as for an extended project or for any particular skill set, the Contractor may be required to pay the employee for up to sixteen (16) hours (two (2) business days) of training as determined by the County.
- 2.6 HOURS OF WORK:
- The work week shall be Monday through Friday. Contractor shall verify work hours at the time order is placed. Work hours and holidays will vary dependent upon the County and position. Normal working hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays.
- There may be requirements for evening, weekend, and overtime work. Weekend work shall be defined as Saturday and Sunday during the same week. Weekend work shall not be considered overtime unless in excess of forty (40) hours.
- Overtime shall be defined as hours worked in excess of forty (40) per week. Should a temporary employee works on a holiday, regular pay shall apply to all hours under forty (40), and time and a half shall apply for hours over forty (40). Overtime must be approved in writing, in advance, by the Agency in order to be reimbursable.
- Lunch periods will range from 30-60 minutes and will be determined by the County. No payments shall be made for lunch periods.
- Each temporary employee will receive one 15 minute break in the morning and one 15 minute break in the afternoon, exact time of the break will be agreed to by the employee and the County.



**2.7 TRANSPORTATION AND PARKING**

It will be the Contractor or the contractor's employee's responsibility to provide transportation to and from the required locations. Parking may or may not be provided and, if not, will be the responsibility of the Contractor or the contractor employee.

**2.8 TEMPORARY PERSONNEL EXPENSES:**

Contractor shall be responsible for temporary personnel expenses. Contractor may bill for certain travel expenses on a case-by-case basis. Contractor shall seek County approval before billing for any travel expenses. If approved by the Prospective Personnel, travel expenses shall be reimbursed in accordance with the County's Travel Policy. Original receipts for travel must be submitted for reimbursement of allowable direct costs (lodging, communications, etc.).

**2.9 CONTRACTOR SINGLE POINT OF CONTACT:**

Each Contractor shall designate a coordinator as a single, local point of contact (SPOC), as well as a backup, that will be accessible during normal work hours 8:00 a.m. until 5:00 p.m. Monday through Friday, with the exception of the designated holidays to receive employment requests, handle and assist in any and all inquiries regarding scheduling, billing, status of orders, availability, contract pricing, contract compliance requirements, reports, and problem solving. Contractor's SPOC shall be available via a toll free telephone number or email. The SPOC may have support staff that will serve as account managers for different County Agencies, or designated multiple points of contact in order to best provide service.

**2.10 CONTRACTOR EMPLOYEE REQUIREMENTS:**

**2.10.1 Background Screening:**

A background check is required for all employees of Contractor's staff providing services to the County. The cost of this service shall be incurred by the County.

Certain contractor employees based on position may be subject to various criminal checks, fingerprinting, and background checks upon whose results the County may choose to base its decision to accept an individual for an assignment. The requirements of these background checks are explained in Attachments ~~B, C and D~~ **A-1, A-2 and A-3** under Screening Fees. Contractor to include pricing for these services as indicated. The cost of this service shall be incurred by the County.

**2.10.2 Drug Testing:**

Drug testing requirements will vary for individual Agencies throughout the County. The County will identify if there is a drug test requirement at the time the order is placed. The County will pay for these tests as pass-through costs. These tests are normally conducted randomly, on a random number of temporary employees, in safety-sensitive positions, and consist of a urine sample. If a contractor employee fails a drug test, the contractor employee will no longer be eligible to provide services to the County under this contract. The requirements of these tests are explained in Attachments ~~B, C and D~~ **A-1, A-2 and A-3** under Screening Fees. Contractor to include pricing for these services as indicated. The cost of this service shall be incurred by the County.

**2.10.3** If driving is a requirement of a position, County Agencies will require a DMV check. The cost of this service shall be incurred by the County.

**2.10.4 Additional Certification(s):**

Certain positions may require additional types of certifications such as First Aid and CPR certification. Contractor employees shall have these certifications prior to applying for such positions. Contractor employees shall maintain and recertify these

certifications at the contractors or their own expense.

**2.10.5 Dress and Equipment:**

Contractor employees shall report to job assignments dressed appropriately and with the equipment specified by the County as being required to perform work in the service categories covered under this contract. The County requires most field personnel to have safety shoes, at the expense of the temporary employee. The safety shoes must meet American National Standards Institute (ANSI) and Occupational Safety and Health Administration (OSHA) standards.

**2.10.6 Communication Skills:**

Unless otherwise requested, all contractor employees must be able to read, write, speak and comprehend the English language in accordance with the minimum requirements of the position description. Contractors that provide contractor employees that are unable to read, write, speak and comprehend the English language in accordance with the County's determination will refund any fees and wages incurred.

**2.10.7 Courtesy and Cordiality Towards All Others:**

Contractor employees shall be respectful of all people with whom they interact, including County employees and customers of the County.

**2.10.8 County's Right of Refusal:**

The Contractor will be given between four (4) business hours and one (1) business day to confirm availability of a contractor employee to fill a request. However, for "hard-to-fill" positions, the County may allow up to five (5) business days for Contractor to confirm availability of a contractor employee. In the event that the Contractor is unable to fill the job request, the County may cancel the request and place the request with another Contractor. The County reserves the right to simultaneously give all Contractors an opportunity to fill all "hard-to-fill" positions on a "first come" basis. In the event that all Contractors are unable to fill the request, the County may fill the requirement by soliciting pricing from other qualified sources.

**2.11 SUPERVISION OF TEMPORARY EMPLOYEES:**

Contractor's employees shall be supervised by the County. The County shall have direct control over the daily activities of the Contractor's employees. Work policies, procedures, and standards established by the County shall be followed at all times. The Contractor's employees shall conform in all respects with regard to physical, fire and security / safety regulations while on the County's premises. Contractor shall be responsible for obtaining all rules, regulations, policies, etc. from the County.

**2.12 CONFIDENTIALITY OF COUNTY INFORMATION:**

Contractor's employees may have access to confidential information. Under no circumstance will this information be given out to anyone without the express permission of County management.

**2.12.1** The Parties acknowledge and agree that regardless of any provision in the Contract or this SOW to the contrary, the services to be provided by Contractor do not involve any access, use or disclosure by Contractor of any of the County's protected health information ("PHI"), as that term is defined in the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Contractor is not a "business associate" of the County, as defined in HIPAA. In the event PHI is inadvertently transmitted to Contractor, Contractor shall immediately inform the County and the Parties shall work cooperatively to take all necessary action to address compliance with HIPAA and state privacy laws.

2.12.2 County shall provide Contractor a list identifying HIPAA covered departments of the County. For Contractor’s employees assigned to any such department, employees will be required not to disclose or in any way reveal or disseminate PHI to Contractor or any other unauthorized parties. County shall instruct Contractor’s employees concerning the confidentiality of medical information of County’s patients, standard precautions, and the County’s HIPAA policies and procedures. The Parties acknowledge and agree that for purposes of compliance with HIPAA, Contractor’s employees shall be considered part of County’s workforce as that term is defined in HIPAA, but shall otherwise not be considered workforce or employees of County for any other purposes, including by and not limited to tax or employment law.

2.13 **REPLACEMENT OF CONTRACTOR EMPLOYEES:**

In the event any contractor employee fails to adhere to the County’s directions or security/safety regulations, or demonstrate that they are not qualified to perform the required duties, the County shall notify the Contractor who shall replace the employee immediately or as directed by the County at no cost to the County (including, but not limited to, training time, background checks, ID badges, drug testing, etc.).

This also applies to any contractor employee that leaves, for any reason, before the assignment is completed. When a contractor employee leaves, at any time, the Contractor shall be responsible for any unreturned keys, ID badges, etc. If such items are not returned to the County within five (5) working days the County shall send an invoice to the Contractor for the exact replacement cost. The Contractor shall pay this invoice within fourteen (14) days.

2.14 **MANAGEMENT SYSTEM REQUIREMENTS:**

The System should manage all processes required to procure contract employees, manage assignments, collect hours worked, consolidate invoicing and report on the contingent worker program for an organization. The basic implementation preloads job titles and descriptions, rates, vendors, users and business rules.

A key feature of the system should keep the users updated on the status of the order, and facilitates communication between all parties involved in the process. The System should utilize standard e mail applications to notify users when a task is required or has been completed. For example, a requesting manager is notified when their requisition has been distributed to vendors and in turn when the vendors have submitted resumes. The internal clock in the system should time stamps all activities and provide reports accordingly. The system should be a “collaborative e-commerce” platform connecting requestors, process managers, vendors and contract employees for communication and collaboration in one central platform.

The system should be workflow based application delivered in Software as a Service (SaaS) delivery model accessed via the internet utilizing a standard browser, therefore the user need not be in the office to complete required tasks. The system shall be configured specifically for each client utilizing business rules, user roles and internal routing. The system should be extensive application configuration tool that allows new users, vendors and job information to be added or updated easily.

2.14.1 **The system solution will should reduce costs and improves efficiency for Enterprise clients by automating the contingent staffing process through:**

- 2.14.1.1 Single point of contact - multiple vendor resources
- 2.14.1.2 Consolidation and standardization of the contingent workforce procurement processes
- 2.14.1.3 Automated order entry/distribution, candidate submittal, response and order fulfillment
- 2.14.1.4 Replaces paper intensive and manually managing progress
- 2.14.1.5 Replaces fax, e mail or telephone order distribution – no data capture methods
- 2.14.1.6 Addressing the unique requirements for Commercial and Light Industrial

- clients
- 2.14.1.7 Quick fill process
- 2.14.1.8 Visibility into weekly and daily resource loading schedules and ability to adjust
- 2.14.1.9 Mobile Apps for shop floor usage
- 2.14.1.10 Accommodates multiple shift differential methodologies
- 2.14.1.11 Flagging applicants that require special review
- 2.14.1.12 Provide additional information on applicant to assist hiring manager with evaluation
- 2.14.1.13 Tracking history of all assignments at client location
- 2.14.1.14 Providing collaborative features that reduce “telephone tag”
- 2.14.2 Streamlining the approval and billing process using:
  - 2.14.2.1 Pre-established routing for approvals
  - 2.14.2.2 Desktop action list, Email notification
  - 2.14.2.3 Automatic approval proxies for manager absences
  - 2.14.2.4 Tracking of company property
- 2.14.3 Automating time and expense capture/approval
  - 2.14.3.1 Eliminate paper intensive time capture
  - 2.14.3.2 Reduce audit requirements of time capture/invoice process
  - 2.14.3.3 Enterprise wide reporting: transactions, financial, and performance metric – Data to make sound business decisions
  - 2.14.3.4 Integration into financial, HRIS or eProcurement packages through standard API’s
  - 2.14.3.5 Allows for compliance to ERISA and co-employment time worked rules
  - 2.14.3.6 Provides usage data immediately after payroll
- 2.14.4 Significant dollars are saved through reducing process inefficiencies, managing actual dollars spent and providing management decision reporting statistics and data.
- 2.15 SECURITY GUARD SERVICES:
  - Required Uniformed Security services:
    - 2.15.1 UNARMED SECURITY GUARD REQUIREMENT: Must be in possession of a valid State of Arizona security guard license as an unarmed security guard.
    - 2.15.2 ARMED SECURITY GUARD REQUIREMENTS: Must be in possession of a valid State of Arizona security guard license as an armed security guard.
    - 2.15.3 Current CPR and First Aid certification
    - 2.15.4 Contractor shall provide ALL uniforms required exclusive of work shoes/boots, socks and underwear. No athletic shoes are permitted. Uniform shall be in compliance with Arizona Revised Statutes Title 32, Chapter 26, Section 32-2601 et seq. and the SECURITY OFFICERS AGENCY UNIFORM GUIDELINES as published by the Arizona Department of Public Safety Licensing Unit.
    - 2.15.5 Duty belt should include OC spray, handcuffs and firearm (if armed security guard).
    - 2.15.6 Personnel activities shall be coordinated with the designated Manager or designee. To enforce policies and regulations, communicate all issues with Manager or designee.
    - 2.15.7 Complete daily activity reports and monthly reports and provide to customer accordingly.
    - 2.15.8 Conduct internal and external patrols, as required. Spot check building for safety hazards,

monitor secured areas and be knowledgeable of staff access.

- 2.15.9 Escort visitors and vendors if requested.
- 2.15.10 Conduct monthly evaluations of safety equipment, including, but not limited to, fire extinguishers, exit signs and emergency lighting, and provide communication on any non-functioning equipment or broken facility equipment if requested from the County.
- 2.15.11 Contractor employees must be able to work with a diverse population in a professional and courteous manner and have experience with conflict resolution.
- 2.15.12 Assist staff with any related security issues that arise, including any difficult situations relating to staff and customers.
- 2.15.13 General Security Duties:

The following are a list of Standard Operating Procedures to be performed by assigned personnel. Assigned personnel shall become familiar with procedures and authorized persons associated with the location they are assigned to. Additional duties may be assigned by the Responsible Manager or assigned designee.

  - 2.15.13.1 Protect the safety of all persons on site.
  - 2.15.13.2 Be polite, courteous, respectful, and responsive to all individuals.
  - 2.15.13.3 Prohibit entry into secure areas by anyone other than authorized individuals as directed.
  - 2.15.13.4 Prevent fire, theft, vandalism, and trespassers on the property.
  - 2.15.13.5 Contractor for guard services must provide a procedure manual for responding to medical emergencies, bomb threats, riots, fires, disruptive persons, and other emergencies.
  - 2.15.13.6 Monitor security consoles (i.e. employee access control and alarm computer, CCTV video monitors, DVR's, etc.).
  - 2.15.13.7 Be familiar with and implement emergency fire or fire alarm including familiarity with floor plans and locations of fire alarm pull boxes, fire extinguishers, fire alarm monitoring panel and other life/safety systems.
  - 2.15.13.8 Be familiar with and implement emergency intrusion alarm procedures including the use of computer programs, closed circuit television monitors, voice intercom systems, alarms and alarm enunciator panels and other equipment required for monitoring and control of building access.
  - 2.15.13.9 Be responsible for all building and systems keys and access control cards in their possession and ability to account for the whereabouts of keys at all times. Should keys be lost or stolen, Responsible Manager shall be notified immediately. Contractor is responsible for the cost of replacement of lost, stolen or damaged keys and access cards.
  - 2.15.13.10 Patrol the interior and exterior of the facility and buildings:
    - 2.15.13.10.1 Monitor offices, classes, employees and customer areas without disruption.
    - 2.15.13.10.2 Patrol any common computer lab, if applicable; visually scan customer's computer monitors to ensure that there are no inappropriate websites being used, i.e. sexual content.

- 2.15.13.10.3 Check for unauthorized open doors, i.e. exit and storage doors.
  - 2.15.13.10.4 Check for leaks or damages, and identify anything out of the ordinary.
  - 2.15.13.10.5 Patrol the interior of the building at the end of the work day to ensure all staff and visitors have left the building. Turn off all lights, lock all doors, and set alarm system, if applicable.
  - 2.15.13.10.6 Patrol the exterior of the facility as directed.
  - 2.15.13.10.7 Patrol prior to the arrival of staff at the beginning of the work day and after staff leaves, at the end of the work day.
  - 2.15.13.10.8 Monitor people entering the building for any type of prohibited weapon, food or drink.
  - 2.15.13.10.9 Check customer parking and employee parking areas, monitoring for any suspicious activity or vandalism. Report any unusual incidents or hazardous conditions.
  - 2.15.13.11 Maintain a daily log for each shift in accordance with all policies for the site (i.e. sign in and sign out requirements for visitors).
  - 2.15.13.12 Maintain a log of all security violations and report occurrences to Responsible Manage as quickly as possible considering the nature of the violation.
  - 2.15.13.13 Be familiar with procedures for receiving and forwarding requests for maintenance.
  - 2.15.13.14 Comply with all FCC rules and regulations when using assigned communication devices which must be supplied by the contracted guard service unless otherwise stated by the County.
  - 2.15.13.15 The use of cell phones is strictly prohibited, except as required to perform assigned duties.
  - 2.15.13.16 Personal electronic devices, portable electronic devices or reading materials not related to assigned duties are prohibited.
  - 2.15.13.17 Engaging in or conducting any personal business or business outside of the assigned responsibilities is strictly prohibited.
  - 2.15.13.18 Socializing is prohibited. No visitors are allowed in the building before or after work hours. Conversations with staff and customers are to remain cordial and brief.
- 2.16 **MINIMUM WAGE, LIVING WAGE AND MANDATORY HEALTH AND WELFARE BENEFITS:**
- 2.16.1 Contractor must meet all federal, state and local requirements regarding minimum wage, living wage and any mandatory health and welfare benefits.

2.17 STRATEGIC ALLIANCE for VOLUME EXPENDITURES (\$AVE):

The County is a member of the \$AVE cooperative purchasing group. \$AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the \$AVE Cooperative Purchasing Agreement, and with the concurrence of the successful Respondent under this solicitation, a member of \$AVE may access a contract resulting from a solicitation issued by the County. In the absence of a statement to the contrary, the County will assume that you do wish to grant access to any contract that may result from this contract.

2.18 INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENTS (ICPA's):

County currently holds ICPA's with numerous governmental entities throughout the State of Arizona. These agreements allow those entities, with the approval of the Contractor, to purchase their requirements under the terms and conditions of the County Contract. Please indicate on Attachment A, your acceptance or rejection regarding such participation of other governmental entities.

**3.0 PROCUREMENT REQUIREMENTS:**

3.1 DELIVERY:

It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

3.2 USAGE REPORT:

The Contractor shall furnish the County a usage report upon request delineating the acquisition activity governed by the Contract. The format of the report shall be approved by the County and shall disclose the quantity and dollar value of each contract item by individual unit.

~~EXHIBIT B-1~~  
~~SCOPE OF WORK~~  
~~SCOPE OF SERVICES STAFFING AND RELATED SERVICES~~  
~~DELIVERABLE BASED PROJECTS FOR IT~~

~~2.1 GENERAL DEFINITION OF PRODUCTS AND/OR SERVICES:~~

~~2.1.1 Managed Service Provider Solutions—The complete portfolio of managed service provider solutions such as contingent workforce management strategy development, strategic vendor management technology, risk mitigation methods, employment compliance methods, rate and spend management (cost savings), efficient standard processes and workflow, staffing vendor selection and management, milestone, deliverable and/or service based statement of work (SOW) project services, where there are definitive deliverables and an established end or conclusion to the project (“SOW project services”), workforce utilization trends, in depth program reporting and analytics, and any other managed service provider solutions offered by Contractor.~~

~~2.1.2 Related Services and Solutions—The complete range of related services and solutions offered by Contractor such as temporary to hire services, direct hire services, outsourcing solutions, career management consulting, independent contractor compliance/risk management, onsite management programs, recruitment process outsourcing, outplacement services, payroll services, SOW project services, and any other services and solutions offered by Contractor.~~

~~*Contractor, including its subsidiaries, affiliates and related entities, are not eligible to deliver milestone, deliverable, and/or service based SOW project services unless there is additional competition reviewed (no Sole Source). This Contract shall apply to SOW project services of up to \$1,000,000.*~~

~~The following is an example of the Milestone, Deliverable and/or Service based SOW Project Sourcing Process. Services may include project management and other services if approved by the agency:~~

- ~~a. County identifies need for milestone, deliverable and/or service based SOW project services. County will provide a description of the milestone, deliverable and/or service based SOW project to be undertaken, the outcomes desired for milestones, deliverables and/or service based SOW projects required, time for completion, systems and applications to be integrated, payment and milestones, deliverables and/or service based SOW projects, and other pertinent information;~~
- ~~b. Contractor and County discuss requirements, scope of services requested and Vendor selection criteria;~~
- ~~c. Contractor reviews Vendor list, seeks input from County, and vets additional Vendors, if needed;~~
- ~~d. County provides Contractor with a finalized Task Order;~~
- ~~e. Contractor releases Task Order to Vendors in VMS;~~
- ~~f. Contractor facilitates Pre Bid Conference and Q/A process with Vendors, if required;~~
- ~~g. Vendors submit proposal response to Task Order in VMS—Project Proposal, to include, but not limited to:
 
  - ~~1. Provide an executive summary demonstrating an understanding of County’s request.~~
  - ~~2. Provide a proposed project plan that includes, at a minimum, a list of tasks, timelines, milestones, deliverables, services, assumptions, roles and responsibilities, and risks for the project.~~
  - ~~3. Describe the implementation team, including the qualifications for both a dedicated project manager and for the rest of the project team. If required, provide a proposed budget that lists the project team, number of hours each team member will take to complete the project, each team member’s hourly rate, and totaling to the proposed fixed price project cost.~~
  - ~~4. Describe test plans, as may be required.~~~~
- ~~h. Contractor coordinates evaluation of Vendor responses with County, including scoring of proposals and Vendor presentations;~~
- ~~i. The County determines shortlist of Vendors;~~



- ~~j. The County will review milestone, deliverable and/or service based SOWs and may request oral presentations and discussions with one or more Vendors, including potentially interviewing the proposed staff for the completion of the work.~~
- ~~k. Contractor coordinates oral presentations, if required;~~
- ~~l. The County selects Vendor and provides scoring to Contractor;~~
- ~~m. Contractor facilitates Best and Final Offer (BAFO) with final Vendors, if required;~~
- ~~n. Contractor meets with County to finalize award of Task Order.
  - ~~1. County reserves the right to accept and/or reject Vendor's project plan, personnel and/or project cost estimates. Vendor's preparation and submission of a project request proposal shall not be reimbursed.~~
  - ~~2. Vendor shall not begin work on any project until County has accepted the project plan and Contractor has notified the Vendor as such.~~~~
- ~~o. Contractor notifies Vendors of award;~~
- ~~p. Contractor creates final Task Order for awarded Vendor and County;
  - ~~1. Each Task Order shall specify all milestones, deliverables and/or service-based SOWs, including a complete description of the milestone, deliverables and/or service based SOWs; and~~
  - ~~2. The timeline for submission.~~~~
- ~~q. Contractor sets up milestones, deliverables and/or service based SOWs in VMS;~~
- ~~r. Vendor completes milestones, or deliverables and/or service based SOWs and enters in VMS;~~
- ~~s. County approves submitted milestones, deliverables and/or service based SOWs in VMS; and~~
- ~~t. Contractor Invoices County, County pays Contractor, Contractor pays Vendor.~~
- ~~u. Vendor shall not exceed the approved timeline or approved costs without prior, written approval of County in the form of a Change Order. If prior, written approval is not received, Vendor shall not be paid in excess of the approved amount. In the event that County required any changes to the services to be performed under a given project, Vendor shall submit a revised project cost and/or timeline estimate to County, which will be incorporated into a Change Order.~~

**EXHIBIT B-1**  
**SCOPE OF WORK (Eff. 02/07/19)**  
**SCOPE OF SERVICES STAFFING AND RELATED SERVICES**  
**DELIVERABLE BASED PROJECTS**

2.2 **GENERAL DEFINITION OF PRODUCTS AND/OR SERVICES:**

- 2.2.1 **Managed Service Provider Solutions** – The complete portfolio of managed service provider solutions such as contingent workforce management strategy development, strategic vendor management technology, risk mitigation methods, employment compliance methods, rate and spend management (cost savings), efficient standard processes and workflow, staffing vendor selection and management, milestone, deliverable and/or service-based statement of work (SOW) project services, where there are definitive deliverables and an established end or conclusion to the project (“SOW project services”), workforce utilization trends, in-depth program reporting and analytics, and any other managed service provider solutions offered by Contractor.
- 2.2.2 **Related Services and Solutions** – The complete range of related services and solutions offered by Contractor such as temporary-to-hire services, direct hire services, outsourcing solutions, career management consulting, independent contractor compliance/risk management, onsite management programs, recruitment process outsourcing, outplacement services, payroll services, SOW project services, and any other services and solutions offered by Contractor.

*Contractor, including its subsidiaries, affiliates and related entities, are not eligible to deliver milestone, deliverable, and/or service-based SOW project services unless there is additional competition reviewed (no Sole Source). This Contract shall apply to SOW project services of up to \$1,000,000.*

The following is an example of the Milestone, Deliverable and/or Service-based SOW Project Sourcing Process. Services may include project management and other services if approved by the agency.

- a. Using a pre-defined SOW template in, consultation with Maricopa County authorized user to ensure all purchasing and other applicable policies are followed. The PMO SOW specialist will assist the Maricopa County authorized user to create a task order as an RFX in VMS System including a description of the outcomes desired, the timeframe for completion, systems and applications to be integrated, and shall identify the pricing methodology for the specific project:
- Milestone based – payment of a predetermined amount at the completion of each milestone, including a complete description of the deliverables due at each milestone, the timeline for submission and the Department contact(s) to whom they are submitted.
  - Single Payment Project based – All amounts to be paid at the completion and acceptance of the project
  - Performance based: This will be paid when a predetermined performance has been completed.
  - Time and Material based: Identifying each team member and the accepted hourly rates and estimated time for each member. This type of pricing will be paid either at intervals (typically monthly) as agreed upon or as milestones are completed.
  - Unit based: Identifying and describing each Unit and the unit rates and estimated quantity. This type of pricing will be paid either at intervals as agreed upon or as milestones, such as when a specified number of units are completed.

If desired by Maricopa County authorized user, the details can be completed in VMS by the PMO team on behalf of the authorized user. Once completed, the VMS will notify the authorized user that the task is completed and ready for review.

- b. Contractor and County discuss requirements, scope of services requested and Vendor selection criteria.
- c. Contractor reviews Vendor list, seeks input from County, and vets additional Vendors, if needed.
- d. County provides Contractor with a finalized Task Order.
- e. The PMO will further identify and create the evaluation criteria that will be used.

- f. County approves final Vendor List and evaluation criteria.
- g. Contractor releases Task Order to Vendors in VMS.
- h. Contractor facilitates Pre-Bid Conference and Q/A process with Vendors and County, if required.
- i. Vendors submit proposal response to Task Order in VMS - Project Proposal, to include, but not limited to:
  - 5. Provide an executive summary demonstrating an understanding of County's request.
  - 6. Provide a proposed project plan that includes, at a minimum, a list of tasks, timelines, milestones, deliverables, services, assumptions, roles and responsibilities, and risks for the project.
  - 7. Describe the team, including the qualifications for both a dedicated project manager and for the rest of the project team. If required, provide a proposed budget that lists the project team, number of hours each team member will take to complete the project, each team member's hourly rate, and totaling to the proposed fixed-price project cost.
  - 8. Describe test plans, as may be required.
- j. Contractor coordinates evaluation of Vendor responses with County, including scoring of proposals.
- k. The County determines shortlist of Vendors.
- l. The County will review pricing option, deliverable and/or service-based SOWs and may request oral presentations and discussions with one or more Vendors, including potentially interviewing the proposed staff for the completion of the work.
- m. Contractor coordinates oral presentations, if required.
- n. The County selects Vendor and provides scoring to Contractor.
- o. Contractor facilitates Best and Final Offer (BAFO) with final Vendors, if required.
- p. Contractor meets with County to finalize award of Task Order.
  - 1. County reserves the right to accept and/or reject Vendor's project plan, personnel and/or project cost estimates. Vendor's preparation and submission of a project request proposal shall not be reimbursed.
  - 2. Vendor shall not begin work on any project until County has accepted the project plan and Contractor has notified the Vendor as such.
- q. Contractor coordinates County and Vendor to draft any contracts where applicable, prior to award.
- r. Contractor notifies Vendors of award.
- s. Contractor coordinates County and Vendor completion and execution of contracts.
- t. Contractor creates final Task Order for awarded Vendor and County;
  - 1. Each Task Order shall specify all milestones or payment method, deliverables and/or service-based SOWs, including a complete description of the milestone, deliverables and/or service-based SOWs; and
  - 2. The timeline for submission.
- u. Contractor sets up milestones or payment method, deliverables and/or service-based SOWs in VMS.
- v. Vendor completes required background check of team members for the project (vendor agrees to notify and obtain approval of any change in submitted project team), if required.
- w. Vendor completes milestones, or deliverables and/or service-based SOWs and enters in VMS.
- x. County approves submitted payment request, deliverables and/or service-based SOWs in VMS; and
- y. Contractor Invoices County, County pays Contractor, Contractor pays Vendor.
- z. Vendor shall not exceed the approved timeline, approved costs or changes to the agreed upon scope of work without prior, written approval of County in the form of a Change Order. If prior, written approval is not received, Vendor shall not be paid in excess of the approved amount. In the event that County required any changes to the services to be performed under a given project, Vendor shall submit a revised project cost and/or timeline estimate to County, which will be incorporated into a Change Order.

**EXHIBIT C****OFFICE OF PROCUREMENT SERVICES CONTRACTOR TRAVEL AND PER DIEM POLICY**

- 1.0 All contract-related travel plans and arrangements shall be prior-approved by the County Contract Administrator.
- 2.0 Lodging, per diem and incidental expenses incurred in performance of Maricopa County/Special District (County) contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates (no exceptions): [www.gsa.gov](http://www.gsa.gov)
  - 2.1 Additional incidental expenses (i.e., telephone, fax, internet and copying charges) shall not be reimbursed. They should be included in the contractor's hourly rate as an overhead charge.
  - 2.2 The County will not (under no circumstances) reimburse for Contractor guest lodging, per diem or incidentals.
- 3.0 Commercial air travel shall be reimbursed as follows:
  - 3.1 Coach airfare will be reimbursed by the County. Business class airfare may be allowed only when preapproved in writing by the County Contract Administrator as a result of the business need of the County when there is no lower fare available.
  - 3.2 The lowest direct flight airfare rate from the Contractors assigned duty post (pre-defined at the time of contract signing) will be reimbursed. Under no circumstances will the County reimburse for airfares related to transportation to or from an alternate site.
  - 3.3 The County will not (under no circumstances) reimburse for Contractor guest commercial air travel.
- 4.0 Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler. Multiple vehicles for the same set of travelers for the same travel period will not be permitted without prior written approval by the County Contract Administrator.
  - 4.1 Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse contractor if the contractor chooses to purchase these coverage.
  - 4.2 Rental vehicles are restricted to sub-compact, compact or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain pre-approval in writing from the County Contract Administrator prior to rental of a larger vehicle.)
  - 4.3 County will reimburse for parking expenses if free, public parking is not available within a reasonable distance of the place of County business. All opportunities must be exhausted prior to securing parking that incurs costs for the County. Opportunities to be reviewed are the DASH; shuttles, etc. that can transport the contractor to and from County buildings with minimal costs.
  - 4.4 County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
  - 4.5 The County will not (under no circumstances) reimburse the Contractor for guest vehicle rental(s) or other any transportation costs.
- 5.0 Contractor is responsible for all costs not directly related to the travel except those that have been pre-approved by the County Contract Administrator. These costs include (but not limited to) the following: in-room movies, valet service, valet parking, laundry service, costs associated with storing luggage at a hotel,

**SERIAL 16111-RFP**

fuel costs associated with non-County activities, tips that exceed the per diem allowance, health club fees, and entertainment costs. Claims for unauthorized travel expenses will not be honored and are not reimbursable.

- 6.0 Travel and per diem expenses shall be capped at 15% of project price unless otherwise specified in individual contracts.
- 7.0 Contractor shall provide, (upon request) with their invoice(s), copies of receipts supporting travel and per diem expenses, and if applicable with a copy of the written consent issued by the Contract Administrator. No travel and per diem expenses shall be paid by County without copies of the written consent as described in this policy and copies of all receipts.

**AMENDMENT No. 1**

To

**SERIAL 16111-RFP, STAFFING SERVICES AND RELATED SERVICES AND SOLUTIONS**

Between

ACRO SERVICE CORPORATION  
&  
MARICOPA COUNTY, ARIZONA

WHEREAS, Maricopa County, Arizona ("County") and ACRO Service Corporation ("Contractor") have entered into a Contract for the purchase of Staffing and Related Services, dated November 16, 2016 ("Agreement") County Contract No: 16111-RFP.

WHEREAS, County and ACRO Service Corporation have agreed to further modify the Agreement by changing certain terms and conditions;

NOW, THEREFORE, in consideration of the foregoing, and for other good and valuable consideration, receipt of which is hereby acknowledged, the parties hereto agree as follows:

1. Under this Amendment, language in several of the sections under Section 6.2 INSURANCE will be added, removed or replaced with updated language, and Section 6.34 OWNERSHIP OF CONTRACT MATERIALS will be added.

**Please see below for the revisions:**

6.2.6 The insurance policies required by this Contract, except Workers' Compensation, ~~and~~ Errors and Omissions, **Professional Liability and Employer's Liability** shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

6.2.7 The **Automobile Liability, Employer's Liability and General Liability** policies required hereunder, ~~except Workers' Compensation and Errors and Omissions~~, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

6.2.8 **Commercial General Liability.**

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$2,000,000 for each occurrence, ~~\$4,000,000 Products/Completed Operations Aggregate~~, and \$4,000,000 General Aggregate Limit. The policy shall include coverage for premises liability, bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provisions which would serve to limit third party action over claims. There shall be no endorsement or modifications of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

6.2.10 **Workers' Compensation and Employer's Liability.**

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

Contractor, its contractors and its subcontractors waive all rights against Contract and its agents, officers, directors and employees for recovery of damages to the extent these

damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor, its contractors and its subcontractors pursuant to this Contract.

**6.2.11 Errors and Omissions (Professional Liability) Insurance.**

**For all professional labor categories not requiring a professional license.**

Errors and Omissions (Professional Liability) insurance and, if necessary, Commercial Umbrella insurance, which will insure and provide coverage for errors or omissions or professional liability of the CONTRACTOR, with limits of no less than ~~\$2,000,000~~ **\$1,000,000** for each claim.

**6.2.12 Professional Liability.**

**In replacement of E and O, as outlined above, or for any positions that requires a professional license, such as a Professional Engineer or Architect.**

Contractor shall maintain Professional Liability insurance which will provide coverage for any and all acts arising out of the work or services performed by the Contractor under the terms of this Contract, with a limit of not less than \$1,000,000 for each claim, and ~~\$3,000,000~~ **\$2,000,000** aggregate claims.

~~6.2.13 Crime – If any vendor is touching County funds~~

~~CONTRACTOR shall maintain Commercial Crime Liability Insurance with a limit of not less than \$500,000 for each occurrence. The policy shall include, but not be limited to, coverage for employee dishonesty, fraud, theft, or embezzlement.~~

~~6.2.14 Cyber – If a vendor is “getting into” County computer systems~~ **For all labor categories in the Information Technology labor category**

Policy Limit:

6.2.14.1 The policy shall be issued with minimum limits of \$100,000.

6.2.14.2 The policy shall include coverage for all directors, officers, agents and employees of the Contractor.

6.2.14.3 The policy shall **include coverage for third party risk fidelity.**

6.2.14.4 The policy shall **include coverage for cyber theft.**

6.2.14.5 The policy shall **contain no requirement for arrest and conviction.**

6.2.14.6 The policy shall cover loss outside the premises of the Named Insured.

~~6.2.14.7 The policy shall endorse (Blanket Endorsements are not acceptable) the Department as Loss Payee as our interest may appear.~~

**6.2.15 Sexual molestation and physical abuse**

When services involve working with these groups of individuals, the insurance requirements in the contract need to be revised to include coverage for "**sexual molestation and physical abuse**". Coverage for this type of claim, or allegation, is excluded from standard general liability policies. Therefore, contractors whose services include working with and/or caring for children/elderly and disabled persons should have their policies specifically endorsed to include this coverage **or purchase a separate policy that complies with the requirements below.**

**6.2.15.2 Minimum Limits:**

General Aggregate	\$1,000,000
Products/Completed Operations Aggregate	\$1,000,000

**Completed operations. One of the hazards ordinarily insured by a general liability policy. It encompasses liability arising out of the insured's business operations conducted away from the insured's premises once those operations have been completed or abandoned.**

Each Occurrence Limit \$1,000,000

Personal/Advertising Injury \$1,000,000

**General liability coverage, combined in standard commercial general liability (CGL) policies with personal injury (PI) coverage that insures the following offenses in connection with the insured's advertising of its goods or services: libel, slander, invasion of privacy, copyright infringement, and misappropriation.**

Sexual Abuse/Molestation \$1,000,000

**6.34 OWNERSHIP OF CONTRACT MATERIALS:**

Contractor agrees that all Contract materials, reports, and other data or materials generated or developed by Contractor under this Agreement or furnished by the County to the Contractor shall be and remain the property of the County. Contractor specifically agrees that all copyrightable material developed or created under this Contract shall be considered works made for hire by Contractor for the County and that such material shall, upon creation, be owned exclusively by the County.

6.34.1 To the extent that any such material, under applicable law, may not be considered work made for hire by Contractor for County, Contractor agrees to assign and, upon its creation, automatically assigns to County the ownership of such material, including any copyright or other intellectual property rights in such materials, without the necessity of any further consideration. County shall be entitled to obtain and hold in its own name all copyrights in respect of such materials. Contractor shall perform any acts that may be deemed necessary or desirable by County to evidence more fully the transfer of ownership of all materials referred to in this section 7 to County to the fullest extent possible, including, without limitation, by executing further written assignments in a form requested by County.

6.34.2 To the extent that any preexisting rights of Contractor are embodied in the Contract Materials, Contractor hereby grants to County the irrevocable, perpetual, nonexclusive, worldwide royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute copies of, and prepare derivative works based upon such pre-existing rights and any derivative works thereof and (2) authorize others to do any or all of the foregoing.

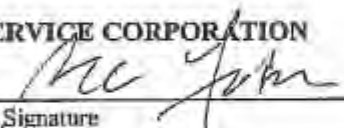
6.34.3 Contractor represents and warrants that it either owns or has valid, paid-up licenses for all software used by it in the performance of its obligations under this Agreement.

**ALL OTHER TERMS AND CONDITION REMAIN UNCHANGED.**



IN WITNESS WHEREOF, this Contract Amendment is executed on the date set forth below when executed by the Maricopa County Office of Procurement Services Department.

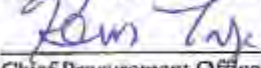
ACRO SERVICE CORPORATION

  
\_\_\_\_\_  
Authorized Signature

Richard Faber, Executive Vice President  
\_\_\_\_\_  
Printed Name and Title

2/27/18  
\_\_\_\_\_  
Date

MARICOPA COUNTY:

  
\_\_\_\_\_  
Chief Procurement Officer

MARCH 6, 2018  
\_\_\_\_\_  
Date

ACRO SERVICE CORPORATION, 39209 W SIX MILE RD STE 250, LIVONIA, MI 48152

PRICING SHEET: NIGP CODE 96269

Terms: NET 30  
Vendor Number: VC0000003752  
Certificates of Insurance Required  
Contract Period: To cover the period ending **December 31, 2019 2021.**